

Data errors identified – getting the corrected information to you

Background

Our Tell Us Once Business Helpdesk is responsible for ensuring data errors notified following your receipt, via the secure Digital Canopy Messaging (CDC) service, of the original Tell Us Once Death notification are provided to you, for your corrective action as appropriate.

Unfortunately, we cannot use CDC as a method to notify you of the corrections and therefore email is our most appropriate avenue to do this. You will be aware/not surprised that strict protocols are in place where personal sensitive information is involved. Government will only allow contact by email in these instances where the receiver's email address forms part of a defined list, known to our department (Department for Work and Pensions- DWP) as the 'Trusted Partner List'.

That is not to say that email addresses outwith this list are not secure, it is simply that DWP security protocols do not allow for any email with personal data to be sent other than to the government network. In general that means email addresses including gov.uk, gov.scot, gov.wales and gsi.gov.uk (full list is attached as Annex 2)

Issue

Errors being notified to our Business Helpdesk are not big in numbers and when you spread these across some 70 plus pension partner organisations even more so, that said I know you will be keen to ensure the data you are receiving is as accurate as possible. The type of errors we commonly see are the wrong date of death has been input, the next of kin details are not correct etc. We do of course work with partners to minimise but human error can never be totally factored out and with our citizen's using the on- line Tell Us Once service option in their own homes, mistakes do happen.

Next Steps to setup a process in place

We would like to be able to send via email a standard corrected data template (example as Annex 3) to your fund if an error in the original data entries has been highlighted to our Business Helpdesk. The attached Annex 1 is the contact details we hold for your Pension Fund, could I ask you review the entry/entries and consider the following:

1. Where it is an email address as listed in Annex 2: are you happy for the corrected personal data of the TUO death notification to be sent to this person for corrective action?

a. If not, please do provide the contact details including email address of the person you wish to receive the corrected data for action.

2. Where the email is NOT as listed in Annex 2: are you able to provide the contact details including email address as listed of the person you wish to receive the corrected data for action?

I would be grateful if you could provide your **reply by 27th February** to our Business Helpdesk emailing: TELL-US-ONCE.SERVICEDESK@DWP.GSI.GOV.UK confirming or providing an alternative email address to which the correction data is to be sent, if you could include your pension fund ID number and name that would be appreciated.

- @nao.org.uk*
- @gov.wales*
- @llyw.cymru*
- @ico.org.uk*
- @royal.uk*

Annex 3 – example of Data Correction Template



PSP notification
template.docx