

## PHSO Data Protection Impact Assessment Summary

DPIA Id	DPIA Name	Description	Status
211298	Call recording and analysis	PHSO has the capability both to record telephone calls and to transcribe those calls to derive data and information that can be used to enrich our understanding of our complainants and their concerns as well as deliver efficiency benefits by reducing the resource cost of noting calls. This DPIA assesses the privacy, security and data protection risks raised by call recording and transcription.	Proposed
211301	Understanding PHSO at work - how do our people use the tools we provide for them?	<p>PHSO has introduced multiple new tools and ways of working since the start of the pandemic. We can log into our digital workspace from home or the office. This hybrid working is enabled by technologies like Microsoft Teams and Sharepoint which let us collaborate virtually even when separated physically.</p> <p>This means that there may not be someone to ask 'how do you just do that?' or 'how should I...' Through engaging with staff and learning and development colleagues, we have come to understand that there is a requirement to;</p> <ul style="list-style-type: none"> <li>a) understand how useful these technologies could be if deployed into a receptive and confident workforce</li> <li>b) understand how well these technologies are being used at the moment</li> <li>c) and finally come up with innovative ways to help our people become more adept users, that minimise impact on time away from core operation</li> </ul> <p>The proposed solutions are the focus of this DPIA. These tools all operate in the background gathering data about what colleagues are doing. They're 'always on' monitoring solutions which collect, store and present information that can be used by a limited number of support staff with additional access privileges to monitor staff behaviour, to support them in their roles. This DPIA will cover the privacy issues and details planned mitigations.</p>	Approved

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211368	Housing Ombudsman move to CityGate	The Housing Ombudsman is planning on taking 10 desks on the 4th floor of CityGate.	Approved
211895	HR Pro Data Archive	<p>The platform currently hosting HR Pro data is outdated and goes out of support mid July. To protect the data and ensure future access we would like to create an archive of the data on the Azure SQL Managed Instance.</p> <p>This will ensure the data is secure and accessible should the existing solution become unavailable.</p>	Approved
212072	Freedom of information cloud management	Freedom of Information Cloud Solution that enables management, monitoring and reporting on Freedom of Information Requests.	Proposed
212074	GDPR and security compliance software (MetaCompliance)	<p>The management of data protection processes, assets and external parties has become much more important within modern organisations. Simply being able to identify what personal data is being processed within an organisation is a significant challenge given legacy systems and the complexity of information stores.</p> <p>MetaPrivacy is a proven privacy lifecycle management system that provides the key automation to help organisations visualise and manage their data processing over time. The solution provides out of the box functionality that allows customers to quickly obtain value without extensive periods of consultancy and configuration.</p>	Approved

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<b>DPIA Id</b>	<b>DPIA Name</b>	<b>Description</b>	<b>Status</b>
212079	Sharing data between PHSO and LGSCO	Joint Data Controller Agreement Between Parliamentary and Health Service Ombudsman and the Local Government and Social Care Ombudsman for complaint handling carried out by the Joint Working Team	Approved
212101	MIDLAND HR SYSTEM (ITRENT)	Implementation of a new Midland HR system to replace a legacy system which is no longer supported	Approved
212583	DPIA for potential CHC project with Bates Wells	To reduce the queue by using Bates Wells to undertake some work doing CHC assessment cases for us. We will need to consider the best way to share our information with them for this purpose so that we can be as efficient as possible.	Approved