

Financial Assistance Scheme

Trustee Update – 21 December 2007

Important Note: Trustee Update No. 8 has been issued to update and replace the information published in Trustee Update No. 5.

This update is for Trustees, Administrators and members of FAS Qualified schemes. Please make its contents available to colleagues within your organisation.

Subject: Message to all Data Providers.	Financial Assistance Scheme (FAS) PO Box 702 York YO32 9XR Tel: 0845 6019941 Email: FAS-Operational-Unit@dwpgsi.gov.uk
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Can you please bring this bulletin to the attention of everyone connected with FAS schemes, and ensure these instructions are followed within your organisation with immediate effect.

In FAS Trustee Update No 5 we said that DWP takes the security of customer data seriously and we know that you too see this as a serious issue. It was written to ensure that the transfer of data between our organisations is managed securely. **You** have responsibility for the data including its secure issue to the FASOU. The FASOU have responsibility to ensure the security of the data once it is received.

FAS regularly reviews how we receive the data you send. Given that we have a joint responsibility for the customer data that we use in the FAS Operational Unit, we have decided to issue this further bulletin **which replaces FAS Trustee Update No 5 issued by e-mail on 5th December 2007.**

Currently, we issue the blank S1 template on a CDRW/USB data pen to you. Our S1 data requests include a significant amount of personal information about the individual scheme members, which has the potential to be used fraudulently if it was to fall into the wrong hands.

When you are returning the S1 to FAS it is **imperative** that you:

1. Password protect the S1.

- Details of the password **must not** be noted on the S1 or accompanying paperwork.
- Be at least 10 characters in length.
- Include upper and lower case letters.

- Include at least two numbers and two special characters and not be dictionary words or proper nouns. (e.g. Mr1*ZsT£p)

The password should be conveyed separately – either personally by telephone, or by specifically acknowledged fax. Alternatively the FAS Operational Unit will contact you for the password on receipt of the data.

2. Returning the S1 by secure courier.

- Return the S1 by secure courier that requires signature and tracking.
- Use only tamper-evidence packaging.
- Send it to the FAS Operational Unit **at the following address:**
FAS Operational Unit
Unit One, Triune Court
Monks Cross
York. YO32 9GZ.
- Ring the FAS Operational Unit on 0845 6019941 and speak to a Customer Account Manager to advise that you have sent an S1 and to advise the date that it was issued.
- The Customer Account Manager will note that the data is expected and monitor its return.

I must make clear that if you choose to disregard this requirement you will be responsible for the loss of members' personal data should the S1 be lost or go astray.

3. Receipt of S1 data into the FASOU

When the data is received the FASOU will contact you to:

- Confirm that the S1 has been received.
- Request the password from you if not already provided.

4. Sending S1 data by email

We know that some organisations prefer to return data by e-mail, but we would emphasise that e-mail is not secure and not confidential. We would request that you **do not** send S1s via e-mail.

5. Ongoing communications

To support the security of data exchanges in the future we now:

- Include a security reminder on the S1.

- Refer only to the line entry on the S1 when we are making enquiries with you to clarify member data issues.

Thank you for your continued co-operation.

Yours Sincerely

Pat Ferguson

Unit Manager
FAS Operational Unit