



5 E Ltd

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Data Security-Transit of Paper Documents

To strengthen the security of personal and sensitive information, 5 E Ltd have taken measures to reduce the potential for serious incidents regarding information that is held either electronically or as hard copies.

To try to reduce the potential for any incidents, 5 E Ltd has reviewed the ways it moves documents containing personal data, and all 5 E Centres will adhere to the following changes that have been introduced:

- Wherever possible, ensure paper records are not batched together.
- When moving documents containing personal information, for example SL2JP forms and similar, 5 E Ltd may transfer only 20 or less such documents by standard courier.
- For larger amounts of personal data, and where batching is unavoidable, a more secure tracked courier service must be used.

The same risk of data loss exists where personal data regarding our customers is moved between Providers and all DWP departments. Please review immediately the manner in which you currently send customer information in paper format back to DWP and ensure that:

- Wherever possible, avoid batching forms and avoid sending more than 20 forms to DWP offices together in the same envelope/package.

- If you need to send larger numbers (i.e. 21 or more) forms together and are using courier services, the more secure and trackable service should be used.

If you use Royal Mail services to send forms containing personal information to DWP offices, please avoid batching information unnecessarily, and always consider using Recorded or Special Delivery options for larger quantities of forms.

If you use any courier service to send forms containing personal information to DWP offices, please ensure that if you send 21 or more forms together, the more secure options are considered and that these are at least equivalent to the Documented Service.

As a matter of priority, please review your procedures regarding the safe handling and movement of paper records against these principles. Given the expectation that we as Providers should do as much as possible to protect DWP data, all of our arrangements will be reviewed as part of our normal contract management procedures and DWP will be looking for security practices which are at least the equivalent of DWP standards.

If at any point you are concerned that documents have gone astray, can you please let me know as a matter of urgency, so that we can ensure prompt action is taken.

I trust that you are content and able to comply with these security requirements for paper records containing sensitive information. Please sign and date the declaration below and return a copy to the Quality Assurance & Compliance Team. This will ensure that you agree with the requirements that have been stated in this document and that any required action to abide by these security changes is undertaken.

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I have read through the above and will ensure that all actions required will be adhered to comply with the necessary data security measures.

Name (print).....

Role within Organisation.....

Signature.....

Date.....

Review of Policy

This was reviewed in June 2018 and is due for next review in June 2019.

If you require this policy in a larger font size, please contact the HR Department.