**Disclosure Request Report**

**Review of Telephone Services Permissions**

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| **Prepared by:** | David Addison |
| **Submitted for:** | Approval |
| **Decision details:** | CoMC is requested to approve the request to update the Data Permissions Matrix in line with the proposed Telephone Service data service |
| **Date:** | 6th May 2020 |
| **DRR Reference:** | 052001 |

1. **Introduction and background**

Telephone Services are available to the Registered Shippers, to appointed MAMs, and to Shippers where they are not the Registered User.

This paper seeks approval to amend the DPM following a review of the data items available to the above parties. It is not intended to add any new User types to the Telephone Services.'

As part of this review, further data items have been added to the DPM where it is necessary to do so – e.g. addition of effective dates where these have previously not been explicitly indicated.

1. **Data Items**

New data items added to the DPM are:

1. Supply Meter Point Information - Incoming Supplier Effective Date
2. Supply Meter Point Information - Previous Supplier Effective Date
3. Supply Meter Point Quantities – EUC
4. Supply Meter Point Quantities – EUC Effective Date

The data item “Prospective SMP SOQ” was amended to “Prospective Formula Year SMP SOQ”.

At a summary level this DRR proposes the following changes to each User’s data access:

1. Registered Shipper (‘Portfolio View’) – the changes provide for:
   1. Release of any current Asset detail;
   2. Release of Meter Asset History detail (where it is live within the Registered User’s Registration period);
   3. Enhanced access to Supply Meter Point History (e.g. FYAQ; EUC, etc) and clarified the release of history data is available where it was effective during the Shipper’s registration period;
   4. Enhanced access to Supply Meter Point Information (e.g. Class; Exit Zone; additional provision of Supplier identities and effective dates within period of ownership or to resolve disputes)
   5. Enhanced access to Supply Meter Point Quantities (e.g. AQ; FYAQ; FYSOQ, etc)
   6. Clarification of the permitted conditions for release of:
      1. Meter Asset History to the Registered User;
      2. Meter Reading History to the Registered User,
      3. the release of another Shipper’s identity – e.g. previous or subsequent to the Shipper
   7. Removing access to:
      1. Special Needs notes
      2. NDM / DM Flag (but note release of Class is provided)
2. Shippers where they are not the Registered User at the time of the enquiry (‘Community View’) – the changes provide for:
   1. Release of Supply Meter Point Information (EUC; Exit Zone; Isolation Status);
   2. Release of Supply Point Quantities (AQ – for LSPs only);
   3. Clarification of the permitted conditions for release of:
      1. Meter Asset History to the User;
      2. Meter Reading History to the User;
      3. the release of another Shipper’s identity – e.g. previous or subsequent to the Shipper
   4. Removing access to:
      1. Asset Details.
3. Appointed MAM (‘Portfolio View’) – the changes provide for:
   1. Release of Current Supplier identity
   2. Release of the Previous and Incoming Supplier identities and effective dates where the MAM was appointed during the period
   3. Clarification on the permitted conditions for release of:
      1. A Shipper’s identity other than that of the Registered User

The conditionality has also been clarified regarding information that we are able to release regarding Prime and Sub Meter Points to the Registered User of each Supply Meter Point.

1. **Privacy Impact Assessment**

Where the disclosure of information includes the processing of personal data a Privacy Impact Assessment may be required.

Xoserve has considered the various tests that may be applied and considers that none of these are met and so a Privacy Impact Assessment is not required.

**This DRR is being circulated for review ahead of the DPIA being approved.  DPIA approval is expected in advance of the May CoMC meeting where approval of this DRR will be requested.**

Post Meeting update: Assessment by Xoserve’s Data Privacy Consultant confirmed that a full DPIA is not required for this DRR.

The tests (and answers) applied in determining whether a Privacy Impact Assessment was required were:

a) Will the project involve the collection of new information about individuals?

**No, the approach proposed means that personal information shall not be disclosed.**

b) Will the project compel individuals to provide information about themselves?

**No, the data is already held within UK Link systems.**

c) Will information about individuals be disclosed to organisations or people who have not previously had routine access to the information?

**No**, **the proposed approach means that information pertaining to an individual will not be disclosed.**

d) Are you using information about individuals for a purpose it is not currently used for, or in a way it is not currently used?

**No, the approach proposed means that personal information shall not be disclosed.**

e) Does the project involve you using new technology that might be perceived as being privacy intrusive? For example, the use of biometrics or facial recognition.

**No.**

f) Will the project result in you making decisions or taking action against individuals in ways that can have a significant impact on them?

**No, there is no impact to individuals as a result of implementing this change.**

g) Is the information about individuals of a kind particularly likely to raise privacy concerns or expectations? For example, health records, criminal records or other information that people would consider to be private.

**No, the approach proposed means that personal information shall not be disclosed.**

h) Will the project require you to contact individuals in ways that they may find intrusive?

**No, the provision of this data will not impact whether a consumer is more likely to be contacted.**

i) Will the disclosure of information utilise new technology for Xoserve?

**No.**

j) Will the disclosure include information that identifies a vulnerable customer?

**No.**

k) Will the disclosure release mass data to a party?

**No.**

l) Will the disclosure include information that identifies an occurrence of theft of gas.

**No.**

m) Will the disclosure require a fundamental change to Xoserve business

**No.**

1. **Commercial model**

There are no third party costs involved in the provision of this data.

1. **Method of access to the dataset**

The data will be provided by existing protocols applied to the Telephone Enquiry Service.

1. **CoMC determinations**

CoMC is requested to **approve** this Disclosure Request Report.

**Appendix 1: Current Data Permissions Matrix with indicative changes as per this Disclosure Request Report**

The following document shows the expected DPM based upon the submitted DRR.

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