



## Verifying Party Identity for Exchange of Secure Information via Telephone

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## Quality Assurance:

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## 1. INTRODUCTION

### 1.1 Background

This guidance document has been created to ensure there is a consistent approach in dealing with cross party queries where it has been deemed appropriate to resolve an escalation via a telephone conversation.

At the meeting of the Secure Communications Work Group (SCWG) held on 13<sup>th</sup> September 2018, parties were given an action to determine the most appropriate verification questions that could be adopted by industry to confirm the identity of:

- Each party; and
- The data subject in question

The verification questions have been developed to ensure that the party requesting the information is authorised to ask and receive such data and to also protect the records held, reducing the risk of any potential GDPR breaches.

### 1.2 Scope & Objectives

#### 1.2.1 Scope

This guidance covers communications between MRA parties where verification on the identity of a caller is sought before the disclosure/exchange of personal data.

Any procedures detailed within the MRA and SPAA shall take precedence should there be a conflict of information.

#### 1.3.4 Associated References

Equivalent guidance has been published by the Code Administrator for the Supply Point Administration Agreement (SPAA), and this GD should be considered in conjunction with that guidance, particularly for the exchange of data impacting gas and electricity.

## 2. PROCEDURE

Where it has been deemed necessary to contact another party by telephone to resolve a query, every attempt should be made to confirm the contact details of the party in question (contact information should be found on the MRA Industry Contacts Database).

The information provided below has been collated based on the views of the SCWG members, therefore other verification information could be asked but only when it will help to further authenticate the transfer of data.

It is not envisaged that it will be necessary to request confirmation on all the points below however, every effort should be made to request the appropriate amount of verification.

For exchange of data between Distribution Business and Supplier, the following data items may be used to increase assurances that the caller has appropriate permissions to access the data:

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- Meter Point Administration Number (MPAN)
- Caller's Meter Participant ID (MPID)
- Supply Start Date/End Date
- Line Loss Factor Class
- GSP Group
- Meter Serial Number (where present)
- Customer Name (from last D0302)

For exchange of data between Distribution Business and Supplier, the following Data Items may be used to increase assurances that the caller has appropriate permissions to access the data:

- Meter Point Administration Number (MPAN)
- Caller's Meter Participant ID (MPID)
- Supply Start Date/End Date
- Data Flow File ID (where relevant)
- GSP Group
- Meter Operator MPID

If confirmation of a party's identity cannot be confirmed using the verification questions above, the other party has every right to refuse to provide data over the telephone. Where a party has been refused information on the grounds of verification not being passed it would be advisable to contact the next level of escalation for the process in question.