

Appendix A: RELATED AGREEMENTS

The Memorandum of Understanding between the Scottish Government and the Improvement Service for provision of Customer First 2015-18.

Data Processing Agreements between Dundee City Council – National Entitlement Card Programme Office and <<Local Authority Name>> for the processing of data related to the National Entitlement Card.

The Service Level Agreement between The Improvement Service on behalf of Scottish Local Authorities/Partner Organisations and Dundee City Council for Card Management Support Services for the National Entitlement Card.

Data Sharing Agreement NRS/16/004 for the necessary sharing of data between Registrar General of Births, Deaths and Marriages for Scotland and <<Local Authority Name>> for the purposes of allowing citizens to use myaccount to access digital services.

Appendix B: AUTHORISED PERSONS

Any further information, including documents referred to, or any questions or comments relating to this Protocol should be directed to the following Authorised Persons, who may change from time to time in accordance with instructions from an Authorised Person in writing (including e-mail):

Dundee City Council Authorised Person	Brenda Robb
Improvement Service Authorised Person	Cameron Walker

Appendix C: SCOTTISH LOCAL AUTHORITIES

1. Aberdeen City Council (Data Protection Registration Number: Z5018566)
2. Aberdeenshire Council (Data Protection Registration Number: Z6501842)
3. Angus Council (Data Protection Registration Number: Z4842744)
4. Argyll and Bute Council (Data Protection Registration Number: Z5909574)
5. Clackmannanshire Council (Data Protection Registration Number: Z5777954)
6. Dumfries and Galloway Council (Data Protection Registration Number: Z5477233)
7. Dundee City Council (Data Protection Registration Number: Z7211936)
8. East Ayrshire Council (Data Protection Registration Number: Z6911362)
9. East Dunbartonshire Council (Data Protection Registration Number: Z7136359)
10. East Lothian Council (Data Protection Registration Number: Z5759571)
11. East Renfrewshire Council (Data Protection Registration Number: Z7145991)
12. City of Edinburgh Council (Data Protection Registration Number: Z5545409)
13. Comhairle nan Eilean Siar (*Western Isles Council*) (Data Protection Registration Number: Z7313689)
14. Falkirk Council (Data Protection Registration Number: Z7343688)
15. Fife Council (Data Protection Registration Number: Z7739362)
16. Glasgow City Council (Data Protection Registration Number: Z4871657)
17. Highland Council (Data Protection Registration Number: Z5442561)
18. Inverclyde Council (Data Protection Registration Number: Z5004355)
19. Midlothian Council (Data Protection Registration Number: Z6284453)
20. Moray Council (Data Protection Registration Number: Z7512703)

21. North Ayrshire Council (Data Protection Registration Number: Z4840237)
22. North Lanarkshire Council (Data Protection Registration Number: Z6167966)
23. Orkney Islands Council (Data Protection Registration Number: Z534547X)
24. Perth and Kinross Council (Data Protection Registration Number: Z5781088)
25. Renfrewshire Council (Data Protection Registration Number: Z7198739)
26. Scottish Borders Council (Data Protection Registration Number: Z5573350)
27. Shetland Islands Council (Data Protection Registration Number: Z6143805)
28. South Ayrshire Council (Data Protection Registration Number: Z5548592)
29. South Lanarkshire Council (Data Protection Registration Number: Z774916X)
30. Stirling Council (Data Protection Registration Number: Z6893154)
31. West Dunbartonshire Council (Data Protection Registration Number: Z6969445)
32. West Lothian Council (Data Protection Registration Number: Z6925127)

Appendix D: GLOSSARY

In this Agreement the following words, phrases and acronyms shall have the following meanings:

Authorised Person	-	The persons specified in Appendix A who are nominated by the Parties to perform certain roles within this Agreement.
Cardholder	-	An individual who is provided with a service from a public sector organisation.
Card Management System	CMS	The system used to produce cards and to allow Local Authorities to maintain cardholder details, request replacement cards, etc.
Concessionary Travel	-	In this document, refers specifically to the free or discounted travel offered by National Travel Concession Schemes for Older and Disabled Persons or for Young People.
Corporate Address Gazetteer	CAG	Corporate Address Gazetteer; in Scotland implemented as One Scotland Gazetteer.
Custodian	-	See One Scotland Gazetteer.
Data Controller	-	As defined in the Data Protection Act 1998.
Data Processor	-	As defined in the Data Protection Act 1998.
Data Protection Act 1998	DPA	-
Improvement Service	IS	The Improvement Service works with Local Authorities and their partners to help improve the efficiency, quality and accountability of local public services in Scotland by providing advice, consultancy and support. Amongst other roles, they are responsible for the management and development of the myaccount system and the extended use of the One Scotland Gazetteer and National Entitlement Card scheme.
Level of Assurance, Scottish Level of Assurance	LoA, SLoA	A value that reflects how much trust can be placed in a declaration of the Customer who claims to be a particular individual. The value is derived from checking both the validity of any proof presented and verification that it is controlled by or applies to the Customer. Scottish Level of Assurance refers to the specific standards that have been agreed for use within the myaccount service in the Scottish public sector
Local Authority	LA	One of the 32 Scottish councils.
myaccount		A system developed and operated by the Improvement Service on behalf of the Scottish Government and Local Authorities that allows the creation and maintenance of a secure account for accessing online public services in Scotland. The system also offers data management tools and processes to assist public services in offering secure access.

National Entitlement Card	NEC	National Entitlement Card. The National Entitlement Card scheme is a partnership between the Scottish Government, Scotland's Local Authorities and others providing a multi-application smartcard scheme to make it quicker and easier to access services (such as transport, cashless catering, library/leisure membership, payments, concessions, proof of age) using one card.
NEC Programme Office	NECPO	NECPO is a service provided by Dundee City Council on behalf of the Scottish Local Authorities that administers the NEC scheme, managing the systems and suppliers involved and undertaking the development and expansion of the scheme. The NECPO is managed by a Board representing Transport Scotland, the Scottish Government, Young Scot and Scottish Local Authorities.
One Scotland Gazetteer	OSG	An address database made up of all 32 individual Local Authority gazetteers, each with their own Custodian. All addresses are created in accordance with the national standard for addressing, BS7666:2006 and the Scottish Gazetteer Conventions.
Personal Data	-	Data relating to a living individual, and identifiable as such. The Parties agree that identifiers linked to such Personal Data should be treated as Personal Data.
Scheme		NEC Scheme. See National Entitlement Card
Security Assertion Markup Language	SAML	A means for passing information about a user who has logged in to a system securely.
Secure Visitor Token	SVT	A code shared between myaccount and one other system (in this instance, CMS) associated with records belonging to the logged in user.
Smart transport ticketing	-	Scheme whereby passengers can use a smartcard to store travel tickets and/or concessionary travel entitlements.
Smartcard	-	A plastic card containing embedded electronics able to securely hold data.
Transport Scotland	TS	Transport Scotland is the transport agency of Scotland. It is an Executive Agency of the Scottish Government and accountable to Scottish Ministers. Amongst other responsibilities, it manages the national concessionary travel schemes.
Unique Citizen Reference Number	UCRN	The UCRN is an opaque identifier (i.e. it has no semantic value of itself, containing no personal information) that is held in both myaccount and the CMS for the purpose of data integrity. It is not held on the card.
Unique Property Reference Number	UPRN	The UPRN is an identifier in wide use in the public and private sectors as a way of identifying specific land and property units (addresses) as held in the One Scotland Gazetteer. The NEC scheme uses the UPRN to identify the correct address for the Customer to assist with establishing entitlement for location-based services (e.g. concessionary ferry travel) and for postal delivery of the card.