

Digital, Security & Finance Shared Services

Finance Shared Services - Service Desk

Finance Shared Services (Account NI) is a Directorate of Digital, Security and Finance Shared Services within the Department of Finance. It is responsible for processing finance information for all Northern Ireland Civil Service Departments, Public Prosecution Service (PPS) and the Northern Ireland Office (NIO).

This Privacy Information Statement relates to the Finance Shared Services (FSS) Service Desk. The type of data we hold and the reasons we are required to process it are set out below. FSS is the data controller of the information and is committed to protecting your privacy at all times when using your personal data. We do not collect more information than we need to fulfil our stated purposes and will not hold it for longer than is necessary.

Purpose for Processing

We collect and process personal information in order to meet our legal obligations and for the performance of our public functions. We collect personal data information to enable us to deliver our services, to maintain our accounts and records. FSS Service Desk processes queries from our internal and external customers on behalf of the NICS Departments, Public Prosecution Service (PPS) and the Northern Ireland Office (NIO). When you contact the Service Desk your personal information may be kept to be used for the purpose of training and quality control.

Types of Personal Data

The information we collect when handling your query may include personal details, such as:

- Name
- Payroll number
- Address
- Contact telephone number
- E-mail address.

In order to exercise our official authority to the highest standards, the FSS Service Desk staff are fully trained in taking appropriate measures to ensure the security of processing and record keeping of its processing activities in accordance with UKGDPR requirements. At present, the FSS Service Desk can be contacted through the email facility only. As part of training, we may use your correspondence for training purposes.

Lawful Basis for Processing: Public Task

For the performance of a task carried out in the public interest or the exercise of official authority vested in the controller.

How we obtain it

We obtain your information when you email a query to our Service Desk. We will only collect and hold the minimum amount of personal data necessary in order to provide and manage our services.

Who will it be shared with

We may share your information with other parts of government, that is, Internal Audit or the Northern Ireland Audit Office (NIAO), if our processes are audited, FSS's service provider/data processor, store any voice recordings on our behalf. We do not share your information with any other third parties (other than those mentioned above) and will not process these for any other purpose. Our Departmental guidance on data sharing provides further information.

How will it be used

Your data is collected for training and quality control purposes. If you contact the Service Desk via email your email is stored on the secure NICS Records Management System with appropriate access controls applied.

How long we will keep it

We will only retain your recorded data in line with the DoF Retention and Disposal Schedule after which it will be destroyed securely.

Your rights

Full details of the Department of Finance's role as a data controller and your rights in relation to information we hold about you can be found in [Department of Finance privacy notice](#)

Changes to this Privacy Notice

We keep our privacy notice under regular review. This privacy notice was last updated in April 2026.