

Department of Finance (NI)

nidirect Contact Centre

PRIVACY NOTICE

Digital Operations (DO) is a Directorate of Digital Shared Services (DSS) within the Department of Finance (DoF). DO is responsible for the provision of IT infrastructure services for the Northern Ireland Civil Service (NICS) and some wider public sector organisations.

nidirect is a business area of DO that has been established as the primary Contact Centre for the NICS, its agencies and the wider public sector. nidirect works closely with Northern Ireland departments and other public bodies to collate key information and make it easier for NI citizens to access government services.

In order to carry out its functions, nidirect processes a range of personal information. This Privacy Notice relates to the nidirect Contact Centre service and explains how we use information about you and the ways in which we will safeguard your data. The type of data we hold and the reasons we are required to process it are set out below.

What information we need

When you use the call transfer service, the call handler may record your name, address, telephone number and the nature of their enquiry for callback purposes.

When you contact us to complete application forms on your behalf the nidirect Contact Centre may collect personal data as required as part of the form.

When you call for updates or information on an application, the call handler will complete security checks with you to confirm your identity; this may include your name, address and other relevant information as defined by the government service you are accessing.

The other information we may need to collect includes personal details, family and social circumstances, financial details, employment and education details.

We may also process card payments on behalf of government services. The Payment Card Industry Data Security Standard (PCI DSS) applies to all companies that accept card payments. nidirect stores, processes and transmits cardholder data securely using Storm Padlock, a PCI-DSS certified payment service for credit card / debit card payments that is used by several of the services. A separate Storm Lock service is available for telephone payments via the Contact Centre. Whilst card details are not retained, the cardholder's name and other personal information may be recorded along with a transaction reference.

Why we process personal information

nidirect works closely with Northern Ireland departments and other public bodies to collate key information and take forward a number of public tasks on behalf of a number of government services. We collect and process personal information in order to meet our legal obligations and for the purpose of the nidirect Contact Centre services.

We will only collect and hold the minimum amount of personal data necessary in order to provide and manage our services. Your personal information may be recorded when you make a telephone call to the Contact Centre. nidirect monitors and records telephone calls in order to comply with both the legislative requirements of the various government services (where applicable) and also for customer quality assurance and training purposes. These voice recordings are stored by Serco, who are our service provider/data processor. Serco store the recordings on a secure network. Your details are also stored in a Customer Relations Management System with appropriate access controls in place. Access to any telephone call records is controlled and made only when absolutely necessary and any personal information is handled sensitively and appropriately at all times.

How we obtain personal data

We obtain personal information directly from you and from other sources, such as government departments.

We may also collect information when you complete customer satisfaction surveys or participate in consultations.

Who your information may be shared with

In many circumstances, we will not disclose personal information at all (for example, where personal data is provided for the production of official statistics) and, in others, will seek your consent before doing so. However, in certain cases, we may share your data to meet our legislative or public function requirements, to pursue debt, for fraud or crime prevention and detection purposes, to process benefits, or in your vital interests.

How we use information about you

Any personal information we process will only be used for the purposes stated or if necessary to fulfil legal or regulatory requirements in line with UK GDPR.

All of the personal data is processed within the UK and European Economic Area (EEA).

How long we keep your personal data

We keep personal information about you only for as long as is necessary to fulfil the purpose and in line with the [DoF Retention and Disposal Schedule](#), after which time it will be destroyed securely.

Your rights

To make a request for any personal information we may hold, you can contact our Data Protection Officer whose details can be found at the bottom of this notice.

If, at any point, you believe the information we process on you is incorrect, you can ask to have this information corrected. In certain circumstances, you may also ask us to erase or restrict the processing of your data. If you wish to object or raise a complaint about how we have handled your data, you can contact our Data Protection Officer who will investigate the matter.

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](#)

Use of cookies

Website usage information is collected using cookies. You can read more on [our cookies page](#)

Changes to this Privacy Notice

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

How to contact us

If you want to request information about this privacy notice or our data protection policy, you can email us at DataProtectionOfficer@finance-ni.gov.uk or write to:

Data Protection Officer

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