

## Appendix D – Contact History Details

<b>Information Type</b>	<b>Scope</b>	<b>Derivation</b>	<b>Priority</b>
Date & time contact received/occurred <i>[See requirement N-ST-03: GDSC - Data Elements: Date &amp; Time]</i> <i>[See requirement N-ST-05: ISO 8601]</i>	FoI / EIR / DPA / appeals	Manual	E
Date & time entered into system <i>[See requirement N-ST-03: GDSC - Data Elements: Date &amp; Time]</i> <i>[See requirement N-ST-05: ISO 8601]</i>	FoI / EIR / DPA / appeals	Automatic	HD
Channel of communication <u>Suggested values:</u> <b>Letter</b> <b>Email</b> <b>Fax</b> <b>Phone</b> <b>Visit</b> <b>Online web Form</b>	FoI / EIR / DPA / appeals	Manual	E
Phone notes	FoI / EIR / DPA / appeals	Manual	E
Action taken	FoI / EIR / DPA / appeals	Manual	E
Created by staff ID <i>Based on user login details</i>	FoI / EIR / DPA / appeals	Automatic	E
Created by staff division <i>Based on user login details</i>	FoI / EIR / DPA / appeals	Automatic	E