

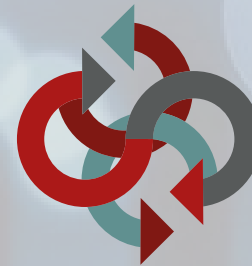


GIG
CYMRU
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WALES

Iechyd a Gofal
Digidol Cymru
Digital Health
and Care Wales



Cefnogiir gan
Lywodraeth Cymru
Supported by
Welsh Government



Cytundeb Rhannu Gwybodaeth
Bersonol Cymru
Wales Accord on the
Sharing of Personal Information

Information Sharing Gateway: User Guide

How To Use The Information Sharing Gateway

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Introduction

What is the ISG?

The purpose of the ISG system is to assist an organisation's compliance with data protection legislation; helping to ensure information is being shared, managed and processed correctly. It centralises and shares key resources in a way that is accessible and transparent.

The ISG platform is now evolving, through work by the ISG team and WASPI Service, to facilitate streamlined data sharing in Wales. It will do this by increasing visibility of existing data sharing pathways, streamlining processes to create a WASPI Information Sharing Protocol (ISP), and generating notifications to ensure ISPs are reviewed by organisations more effectively. The WASPI functionality will be rolled out through several phases:

Phase 1 – Regional access for each WASPI Quality Assurance Group to use the ISG as the regional/national register.

Phase 2 – Increased access to the register within each region.

Phase 3 – Workflows established to enable ISPs to be created and reviewed within the ISG and work flowed to the WASPI Service and each Regional Quality Assurance Group.

Eventually, the ISG system will be rolled out as a platform to develop ISPs using the WASPI framework as well as DPIAs (Data Protection Impact Assessments), DDAs (Data Disclosure Agreements), DPAs (Data Processing Agreements), and JCAs (Joint Controller Agreements), all following the WASPI framework using digital templates.

Current Position:

Phase 1 - Currently, the ISG is becoming available for use as a National Register for Data Sharing in Wales. The WASPI Service are working to upload all existing WASPI ISPs to the ISG so that they are available to view when you access the system.

What is the purpose of this guide?

This user guide has been created to act as a walkthrough of the current ISG platform, starting with how to access the ISG and then discussing each of the ISG tabs in turn. Each section under the 'Navigation' heading follows the structure of the ISG, e.g. the section '2.3 Organisation' relates to the ISG tab with heading 'Organisation'. There is also a visible representation of the ISG structure in the form of a 'Navigation Flowchart' in Appendix A.

We have created other user guides which may be of use, but you can also access the ISG Knowledge Base for more information and guidance about the system (see section 2.8).

Who is this guide for?

This user guide has been developed for all current and potential users of the ISG in Wales.



Useful Links

ISG Home Page	Home Page Information Sharing Gateway
WASPI Home Page	WASPI Home - Welsh Accord on Sharing of Personal Information
WASPI ISP Guidance	ISP Development Guidance
WASPI Templates	WASPI Templates and Guidance
WASPI-Related Support	waspiservice@wales.nhs.uk (email)
ISG-Related Support	isg@mbhci.nhs.uk (email)

Important Notes

The ISG automatically refers to Information Sharing Protocols as 'Data Sharing Summaries'. Some legislation may also refer to Information Sharing Protocols as 'Data Sharing Agreements'. For the purposes of this guide, we will refer to Information Sharing Protocols (ISPs) as this aligns with the WASPI framework but please be aware that the terms are used interchangeably within the ISG and some legislation.

The ISG is being continuously developed and updated. Some of the screenshots in this user guide may not perfectly reflect the view you see when you log into the system. Any actions that will be necessary for you to fulfil your role are detailed in this guide and kept up to date. If you have any queries about the content of this user guide, please contact the [WASPI Service](#).

1. Access

1.1 Creating an Account

A personal user account in the ISG will be set up for you in one of two ways:

- 1) When the organisation account is set up, an 'ISG Lead Account Owner' will be designated and their personal account created by DHCW.
- 2) Once an 'ISG Lead Account Owner' has their personal account set up, they will be able to set up other user accounts for their organisation.

When a personal user account is set up for you, you will be sent an email from the ISG system with a link to create your password. This link expires after 24 hours. If you don't create your password within this time, you will need to contact the person setting up your account (DHCW or your organisation's 'ISG Lead Account Owner') to resend the invitation.

Upon creating your password, you will be able to access your organisation's ISG account. It is important to remember the email address and password you use for the account as you'll need them each time you log in to the ISG.

1.2 Your Account Details

Once your account is fully set up, you will be able to manage your account details through the 'Profile' tab in the ISG (see section 2.2.4). Here, you can edit your personal details, manage your notifications and change your password.

If you work for and need to access the ISG for multiple organisations, you will need to be added as a user to each relevant organisation's ISG account. This includes members of the WASPI Regional Quality Assurance Groups, as these groups are classed as 'organisations' in the ISG (members will be added by the WASPI Service). Once added using a common email address, the accounts will link and you will be able to easily switch between your ISG accounts for each organisation (see section 2.1).

1.3 Your Role

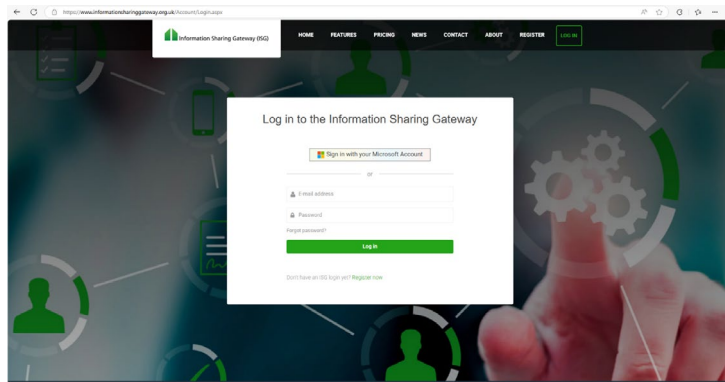
When your account is set up, you will be allocated a 'role' within the ISG system. This role dictates what level of access and capability you have within the ISG. The different ISG roles and their functions are detailed in the Role Matrix, accessible via the ISG Knowledge Base (see section 2.8), and detailed in Appendix B of this user guide.

If you require a different level of access to carry out your duties, you should contact your organisation's 'Administrator' as they will be able to change your role within the ISG if necessary.

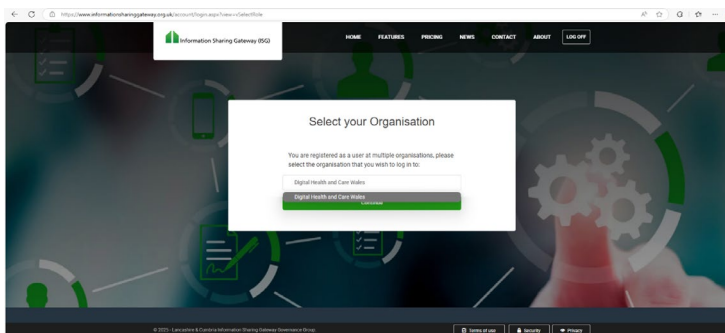
2. Navigation

2.1 Logging in to the ISG

Upon accessing the ISG, you will be prompted to log in or register with your individual account details.

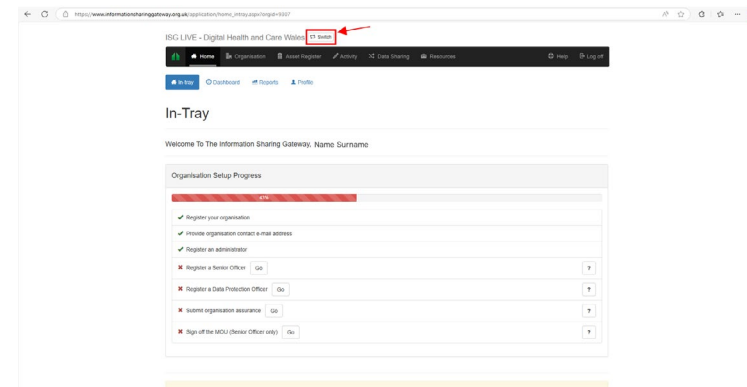


After logging in, you will be asked to select your organisation from those that have an ISG account and that have added you as a user. If you are only part of one organisation in the ISG, you can immediately press 'Continue'. If you are part of multiple, you can choose between organisations by clicking on the organisation shown and choosing from the dropdown list, then press 'Continue'.



You will then be met with the ISG home page as below.

This is the home page for the organisation you selected. If you



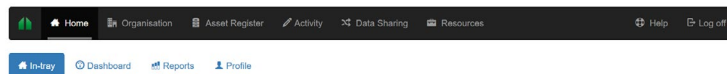
need to switch to an alternative organisation, you can press the 'Switch' button (as highlighted above) and this will take you back to the previous screen.

In the next sections, we look at the ISG tabs in more detail, giving an overview of the functions of each tab and highlighting the important areas.

2.2 Home

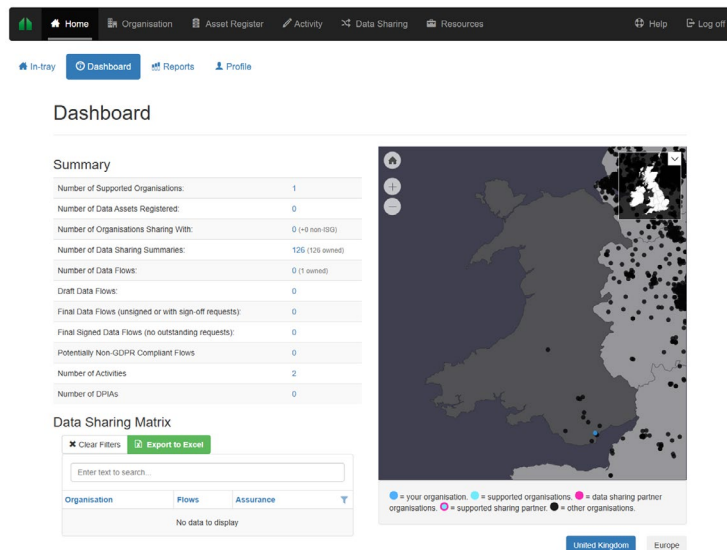
2.2.1 In-tray

The 'In-tray' tab shows the set-up progress of the organisation's ISG account, listing what has been completed and what is left to complete, e.g. 'Register a Data Protection Officer'. This tab also lists any notifications about pending tasks for the account, including when an Information Sharing Protocol requires review.



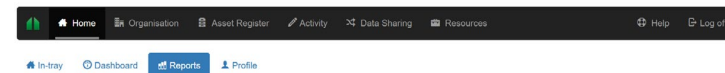
2.2.2 Dashboard

The 'Dashboard' tab shows a visual representation of your organisation's data within the ISG, as shown below. This data includes the number of ISPs your organisation is part of, and the number of organisations your organisation shares data with.



Note: The dashboard will not provide a true reflection until the rollout of the ISG system has been completed across Wales, such that all partner organisations are signed up to the ISG.

2.2.3 Reports



The 'Reports' tab can automatically generate a report based on your organisation's information sharing data and account details. These reports can be downloaded in the form of a Microsoft Office Excel Spreadsheet by clicking on the relevant 'List'. The available 'List's are detailed below but can include a list of information sharing partners and the type of information shared.

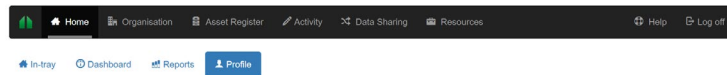
Reports

Report menu (click to select)

	Sharing Partners List	List of all sharing partners, including: <ul style="list-style-type: none"> Basic organisation details Organisation status (lead or sponsored) IG assurance status Type of information shared Purpose of information sharing List of safeguards / controls in place.
	Data Flows List	List of all active data flows, including: <ul style="list-style-type: none"> Number of organisations involved Overall risk rating Direction of flow Frequency Number of records Flow status Sign off status Review date.

2.2.4 Profile

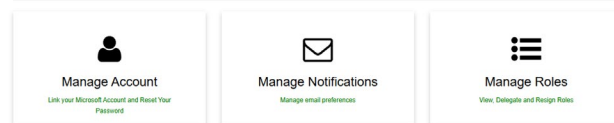
The 'Profile' tab relates to your individual user profile. From here, you can manage your account, manage your notifications, and manage your roles, as shown below.



2.2.4.1 Manage Account

To manage your personal account details, press 'Manage Account'. This allows you to edit your personal information and change your password, as shown below.

My ISG User Profile



Manage Account

The screenshot shows the 'Manage Account' form. It includes a 'Connect Accounts' section with a 'Sign in with your Microsoft Account' button. Below this is the 'Account Information' section with fields for 'Email' (pre-filled with 'Name.surname@organisation.uk') and 'Name' (pre-filled with 'Name Surname'). The 'Change Password' section has fields for 'Old Password', 'New Password', and 'Confirm Password', along with a 'Change Password' button.

2.2.4.2 Manage Notifications

To manage your personal notification settings, press 'Manage Notifications'. This allows you to edit your notification preferences about the account and account activity, as shown below.

Manage Notifications

The screenshot shows the 'Manage Notifications' form. It is titled 'Email Preferences' and has a 'Subscribed' toggle at the top right. The form is organized into three sections: 'General Notifications', 'DPIA Notifications', and 'Data Sharing Notifications'. Each section contains several notification types, each with a 'Subscribed' toggle. For example, under 'General Notifications', there are 'New supported organisation assurance submission', 'Super Administrator push notifications', and 'Assurance Expiry Reminders'. Under 'DPIA Notifications', there are 'Approval Request Actioned' and 'Approval Request Rejected'. Under 'Data Sharing Notifications', there are 'Sign off request actioned after sign by date', 'Data Sharing Summary review date reminders', 'DPO has accepted/rejected a data flow', 'Sign off request actioned', 'Sign off request rejected', and 'Withdraw Data Flow Signature'.

2.2.4.3 Manage Roles

To manage your designated ISG roles, press 'Manage Roles'. This allows you to check your roles in the ISG system and 'resign from roles' within the ISG environment if necessary (e.g. if you no longer require that level of access for your organisation or a role was assigned to you mistakenly). If you are the 'Senior Officer' for your organisation, this is also where you can delegate your role (assign the role to another user for a short period), if necessary. This is shown below.

Manage Roles

The screenshot shows the 'Manage Roles' table. The table has three columns: 'Role', 'Role delegated to', and 'Resign Role'. The first row shows the role 'Administrator' with a 'Resign Role' button. Below the table, there is a note: 'To change these roles, contact your ISG administrator. They can be found in the Manage Users tab.'

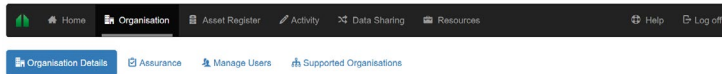
Role	Role delegated to	Resign Role
Administrator		Resign Role

To change these roles, contact your ISG administrator. They can be found in the [Manage Users tab](#).

2.3 Organisation

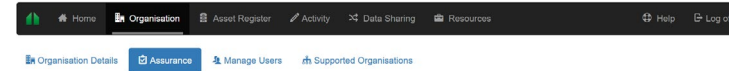
2.3.1 Organisation Details

The 'Organisation Details' tab displays the technical details of the organisation's ISG account, such as the organisation's ISG ID and contact information (as shown below).



Organisations must ensure these details are reviewed regularly and kept up to date, including the contact information.

2.3.2 Assurance

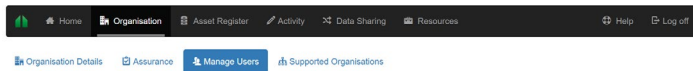


The 'Assurance' tab allows users with the appropriate level of access to submit an assurance self-assessment in the ISG for the organisation. You can submit a new 'Assurance Submission' by pressing 'New Assurance Submission', as highlighted below. It is important to keep this up to date and review when necessary.

Organisation Assurance

Upon pressing this button, you will be met with the following screen where you can detail the necessary information to submit the Assurance Submission.

2.3.3 Manage Users



The 'Manage Users' tab allows those with the relevant ISG roles to view and manage user accounts that are registered to the organisation's ISG account. Here, we give a brief overview of the page, but 'Administrators' should reference section 3 of this user guide for further information and guidance on managing user accounts. As shown below, this tab allows users to:

- View all your organisation's users' details, both 'active' and 'inactive' (all users),
- Add organisation users (Administrators only),
- Resend user invitations if the original link has expired (all users), and
- Edit user profiles (Administrators only).

In this screen, you can edit a specific user's details (if you hold the 'Administrator' role) by pressing the pen symbol next to their name, as highlighted above. You will be met with the following screen where you can edit the user's name, job title, email, roles, and active status.

Organisation Users

☒ Include Inactive

✕ Clear filters | 🗑️ Customise Grid | 📄 Export to Excel

Enter text to search...

Name	Email	Job Title	Roles	Active	Verified	Last Access	Resend
			Administrator	✓	✓	30/01/2025	
			Administrator	✓	✓	31/01/2025	
			Administrator	✓	✓	15/06/2023	
			Administrator	✓	✓	30/01/2025	
			Administrator	✓	✓	31/01/2025	
			Administrator	✓	✓	22/01/2025	
			Administrator	✓		31/01/2025	

Note: Roles should only be altered with caution. Appendix B of this user guide and the ISG's Role Matrix (see section 2.8) provide further information regarding the roles available.

Organisation Users

Edit Organisation User

Full Name:

Warning: All records with a matching e-mail address will be updated if you edit the user's name. Only include the user's name, not their job title or other info.

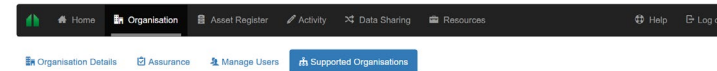
Job Title:

Email:

Roles: Administrator ▾

Active:

2.3.4 Supported Organisations (For DHCW Only)



The 'Supported Organisations' tab allows you to review existing and register new organisations that are supported by DHCW through the ISG.

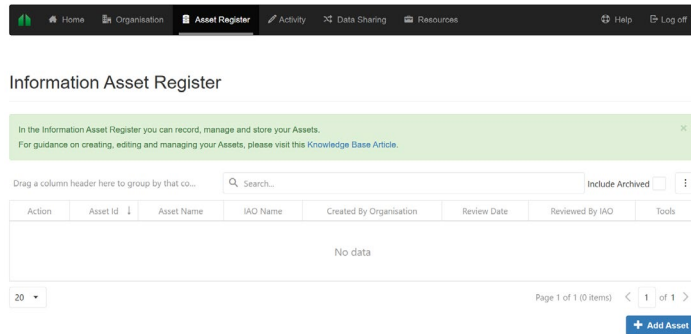
Supported Organisations

✕ Clear filters | 🗑️ Customise Grid | 📄 Export to Excel

Enter text to search...

Organisation	Registered	Setup %	Requested	Assurance	MOU Signed	Senior Officer
HM Prison and Probation Service	14/05/2024	57%	14/05/2024	Not submitted		✓

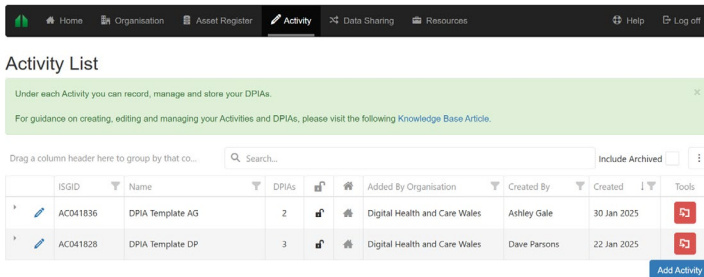
2.4 Asset Register



The 'Asset Register' tab allows you to create a digital Asset Register by individually submitting records of your assets. The digital records of these assets can then be easily referenced and linked within the DPIAs you create in the ISG.

Note: Organisations are welcome to use the Asset Register functionality in the ISG, however this function is not being supported by DHCW. Any use of ISG functionalities that are not related to the WASPI ISP or Wales DPIA (when live) will be unsupported.

2.5 Activity

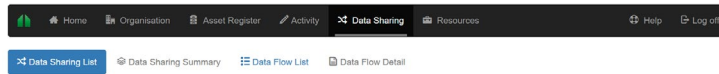


The 'Activity' tab will be where you create and edit DPIAs when this functionality has been finalised.

Note: The DPIA functionality within the ISG is in the development phase at present. Users will be notified when the Wales DPIA functionality has been developed and is ready for use.

2.6 Data Sharing

2.6.1 Data Sharing List



The 'Data Sharing List' tab is where you can find all of the Information Sharing Protocols your organisation is a partner to. Here you can view, check review dates, and edit/update, depending on your role within the ISG.

Any ISPs nearing their review date will show in orange. Any ISPs that have surpassed their review date will show in red.

Below is an example of the 'Data Sharing List', but the table can be customised to suit your needs by including or excluding columns as appropriate. You can customise the table by pressing the button with 3 dots in the top right corner of the table. Also in the top right corner is a check box to include or exclude archived ISPs as appropriate.

Data Sharing

Enter text to search... Include Archived

Action	ISG ID	DPIA	Sharing Summary	Status	Flows	Added By Organisation	Review Date	Tools
	DS021630		506 - Integrated Offender Management G...			Digital Health and Care Wales	17/07/2026	
	DS021629		502 - Torfaen Family Support Programme L...			Digital Health and Care Wales	21/01/2024	
	DS021603		498 - Caerphilly SPACE Wellbeing Progra...			Digital Health and Care Wales	21/10/2023	
	DS021602		497 - Torfaen County Borough Council In...			Digital Health and Care Wales		
	DS021601		495 - Housing Intervention Panel			Digital Health and Care Wales	22/07/2023	
	DS021591		488 - Sharing of specific personal informa...			Digital Health and Care Wales	15/04/2023	
	DS021590		487 - Integrated Service for Children with ...			Digital Health and Care Wales	15/04/2023	
	DS021589		485 - NPS Wales & Careers Wales for the ...			Digital Health and Care Wales	13/05/2025	
	DS021588		482 - Youth Engagement and Progression...			Digital Health and Care Wales	21/01/2023	
	DS021587		480 - The Sharing of long term Home Oxy...			Digital Health and Care Wales	21/01/2023	

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[+ Add Summary](#)

You can navigate through your ISPs by using the arrows in the bottom right corner of the table or by using the search bar at the top of the table.

When customising the table, you can choose a selection from a variety of column headers including:

- Action: The pen symbol allows you to view the selected ISP in greater detail. If you have the appropriate level of access through your ISG role, this is also how you can edit the ISP.
- ISG ID: This is the reference ID for the specific ISP.
- Sharing Summary: This shows the WASPI reference number followed by the title of the ISP.
- Flows: This number represents the number of flows this ISP is part of via the flows created in the 'Data Flow List' tab.
- Added By Organisation: This shows which organisation from those involved in the ISP added it to the ISG.
- Review Date: The date in this column is the date that the specific ISP is due to be reviewed by. If this date has already passed, thus the ISP review is overdue, then the row will show as red.

Each of these columns can then be filtered or sorted by clicking on the column header and adjusting as required.

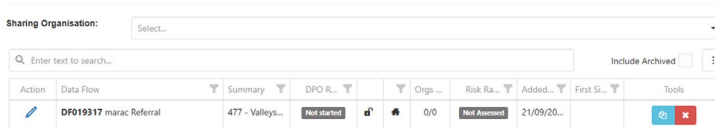
2.6.2 Data Flow List



The 'Data Flow List' tab will be where the Data Flows based on your organisation's ISPs become visible and you will be able to see your ISP's progress in the quality assurance process.

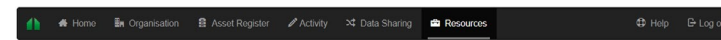
Currently, this feature will only be used by the WASPI Service as part of the assurance process for the development and review of ISPs.

Data Flows



Note: This is currently being managed by the WASPI Service as part of the WASPI ISP assurance process. Please do not attempt to edit or create Data Flows.

2.7 Resources

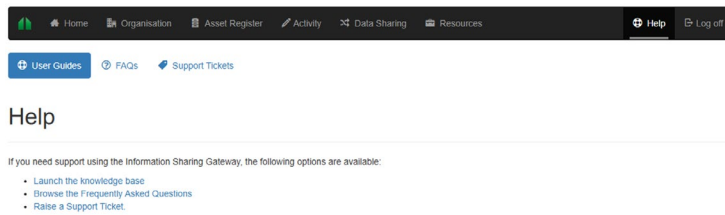


Useful resources



The 'Resources' tab is where you can find helpful links and guidance including links to further guidance on using the ISG.

2.8 Help



The 'Help' button provides a link to the 'Knowledge Base'. The Knowledge Base is the ISG's own guidance hub containing articles related to all aspects of the ISG. If you would like to gain a deeper understanding of any part of the ISG, the Knowledge Base can provide more details.

The Knowledge Base also contains the Role Matrix. Especially important when setting up users, the Role Matrix provides guidance around what level of access each ISG role has, which will aid in assigning the most appropriate role to a user. Note: The relevant Role Matrix at present is the 'User Role Matrix' which can be found under the 'Role Matrix' dropdown.

Note: The Knowledge Base is ISG-related only. For Wales-specific guidance, please refer to the WASPI webpages or the other DHCW-produced user guides.

3. Managing User Accounts

3.1 How to set up other user accounts

To set up other user accounts, first navigate to 'Manage Users' following the flowchart below.



When you click the 'Add Organisation User' button, the following screen will appear.

Add Organisation User

Full Name:

Job Title:

Email:

Role:

Here, you can now enter the new user's name, job title and email address. You must then select the ISG role you wish to assign to this user. This should be considered carefully to ensure the user has an appropriate level of access – see Appendix B.

When you press 'Add user', an automated invite email will be sent to the email address provided, inviting the individual to activate their ISG account by creating a password. The link in this email only remains active for 24 hours. If the link expires before the individual has created their password, any users already within the system can resend the invitation. The invitation can be resent by following the below navigation.



You can then find the relevant user's row in the table and select the blue flag button in the 'Resend' column of that row. This will automatically resend the invitation email to the email address associated with that individual.

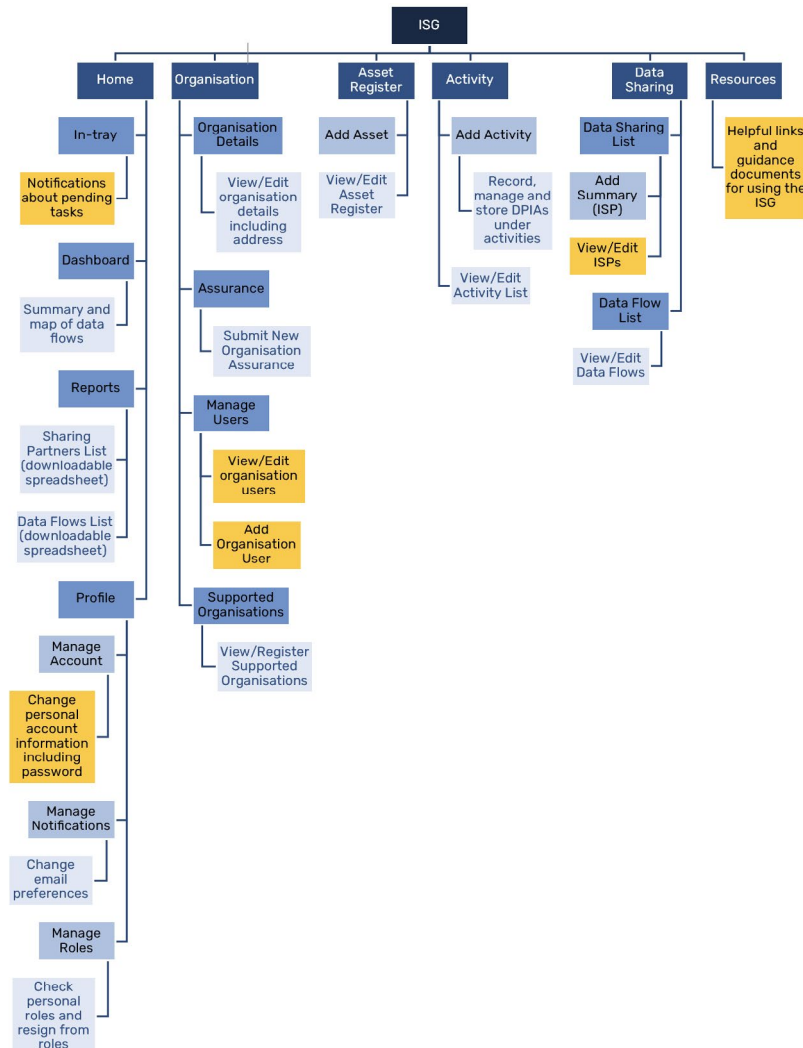
3.2 Guidance on setting up user accounts

- Each organisation in the ISG is limited to 10 user accounts. This limit allows organisations to responsibly monitor and manage their account activity.
- It is also important to ensure the users that are added have an appropriate level of access. For example, the 'Administrator' role in the ISG has a high level of access. Users with this role can add other users. Whilst it may be useful to have a couple of 'Administrators' to support business continuity, it is recommended to not assign the 'Administrator' role to all users as situations can quickly become unmanageable and difficult to monitor. See Appendix B for more information around the roles and level of access available within the ISG.
- It is also important to note that user accounts are flexible; they can be deleted as well as added. If you need an individual to review a single ISP but they will not require access to your organisation's ISG account after the ISP has been reviewed, you can very easily set up an account for the individual and then delete their user account when they have completed their task. Adding and removing users in such a way, if necessary, facilitates successful management and monitoring of account activity and leaves user accounts open for those that will always require access.

Appendices

Appendix A. Navigation Flowchart

Here is a visible representation of the structure of the ISG. Highlighted in yellow are some of the aspects that may be most relevant to an ISG user in the current phase of development.



Appendix B. Role Descriptors

Here we look at each ISG role in turn, discussing what level of access the role has and giving an example of where this role should be used. For the full role matrix, visit: [User Role Matrix](#).

Note: Each user in the ISG must be assigned a role/roles but it is not necessary to fill each role for your organisation. For example, a user can be assigned the roles of 'Senior Officer' AND 'Administrator' but there need not be a user assigned the role 'Viewer'.

NOTE: ALL roles can view all aspects/functionalities of the ISG e.g. user/organisation details and existing ISPs.

Senior Officer (Specialised Access)

CAN: Delegate role. Add/Edit assurance submission. Sign MoU. Request DPO review. Finalise data flows. Request data flow sign off. Sign off data flows. Add assets.

CANNOT: Edit organisation details. Request closure of organisation. Add/Edit user details. Add/Archive/Edit ISPs. Add/Edit/Archive/Copy/Review data flows.

EXAMPLE: This role should be assigned to a senior member of your organisation who will be required to give the final sign off on ISPs. The role should be issued to as few users as possible. If necessary, the role can be delegated to another user for the purpose of sign off and business continuity.

Administrator (Top-Tier Access)

CAN: Edit organisation details. Request closure of organisation. Add/Edit assurance submission. Add/Edit user details. Add/Archive/Edit ISPs. Add/Edit/Archive/Copy/Finalise data flows. Request DPO review. Request data flow sign off. Add assets.

CANNOT: Delegate role. Sign MoU. Review data flows. Sign off data flows.

EXAMPLE: This role should be assigned to the ISG Lead Account Owner/s only. This is to ensure the 10 user limit for each organisation is maintained and monitored as required.

IG/Project Officer (Mid-Tier Access – Assurance Focussed)

CAN: Add/Edit assurance submission. Add/Archive/Edit ISPs. Add/Edit/Archive/Copy/Finalise data flows. Request DPO review. Request data flow sign off. Add assets.

CANNOT: Delegate role. Edit organisation details. Request closure of organisation. Sign MoU. Add/Edit user details. Review data flows. Sign off data flows.

EXAMPLE: This role should be assigned to users that will be required to undertake both assurance and data sharing activity in the ISG.

Information Asset Owner (Mid-Tier Access – Data Sharing Focussed)

CAN: Add/Archive/Edit ISPs. Add/Edit/Archive/Copy/Finalise data flows. Request DPO review. Request data flow sign off. Sign off data flows. Add assets.

CANNOT: Delegate role. Edit organisation details. Request closure of organisation. Add/Edit assurance submission. Sign MoU. Add/Edit user details. Review data flows.

EXAMPLE: This role should be assigned to users that will be required to undertake both data sharing activity and sign offs. Because of the sign off ability, this role should again be limited to only the most relevant users. Note: Each time an ISP requires sign off, all users with sign off ability will be contacted.

Information Asset Admin (Specialised Access)

CAN: Add assets.

CANNOT: Access any further functionalities.

EXAMPLE: This role should be assigned to users that would ordinarily be assigned a 'Viewer' role but could benefit from the ability to add assets to the ISG asset register. Note: The asset register functionality is not supported by the WASPI service.

Risk Reviewer (View-Only Access)

At present, with the ISG only being supported by the WASPI service for data sharing functions, the Risk Reviewer role has no different level of access to the Viewer role (below). As such, it is recommended to assign the Viewer role to any user who you wish to only have viewing/reviewing capabilities in the ISG.

Viewer (View-Only Access)

CANNOT: Access any further functionalities.

EXAMPLE: This role should be the default role for new users.

Data Protection Officer (Specialised Access)

CAN: Review data flows. Although this functionality is currently being managed solely by the WASPI service for quality assurance purposes.

CANNOT: Access any further functionalities.

EXAMPLE: At present, this role has no different capability to that of 'Viewer' as the WASPI service are managing all data flow related functionality. If assigned to a user, the user should be aware that they are not to add/edit any data flows in the system.



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