

No. 401/18

12th July 2018

Dear Colleague,

ON LINE SERVICE (OLS)

Most Branches are probably aware that in recent weeks we have been dealing with a number of IT related issues.

The nature of these issues has meant that we have needed to exercise extreme caution when re-enabling all our systems to become operational again. Included in this is ensuring that both the access to and data around the OLS system is now clear to reactivate. We needed to exercise this caution precisely because of the sensitive nature of the data held i.e. members details and keeping in mind the new GDPR regulations.

As stated above we can now report the OLS system is back on line and branches can access their own branch data. There is still an issue with the email service that we are applying the same cautious approach to and as a result branches are not yet not be able to gain access to this part of the system.

Once we have carried out the proper diligence in this area we will inform Branches accordingly.

In apologising for the delay in getting this service back up and running, we hope that you will understand our cautious approach in these circumstances and we would like to thank branches for their patience.

Any enquiries regarding this Letter to Branches should be addressed to the Senior Deputy General Secretary's Department on telephone number 020 8971 7237, or email address sdgs@cwu.org.

Yours sincerely,



Tony Kearns
Senior Deputy General Secretary