



Privacy Notice for maintaining records to support NHS Test and Trace

What do we use the information for?

The UK is currently experiencing a public health emergency as a result of the coronavirus (COVID-19) pandemic. It is therefore critical that organisations take a range of measures to keep everyone safe.

The easing of social and economic lockdown measures following the COVID-19 outbreak is being supported by NHS Test and Trace. The Department of Health and Social Care has asked organisations including councils to support this service by keeping a temporary record of our visitors for 21 days. In the event of a local outbreak of the virus this data may be used to assist NHS Test and Trace as needed. This could help contain clusters or outbreaks.

This privacy notice will continue to be monitored and updated so you are advised to check this page from time-to-time.

What information do we hold and use?

The Department for Health and Social Care are clear that this is a voluntary scheme and nobody visiting our premises is required to provide their details. If you do not want any booking details you have supplied to be used for Test and Trace purposes please make this clear to a member of staff at the time of your visit.

Although this is a voluntary scheme we strongly encourage our customers and visitors to share their details in order to support NHS Test and Trace - this information will only be used where necessary to help stop the spread of COVID-19.

Customers and visitors:

- The name of the customer or visitor. If there is more than one person, then we can record the name of the 'lead member' of the group and the number of people in the group
- A contact phone number for each customer or visitor, or for the lead member of a group of people
- The date of visit, arrival time and, where possible, departure time
- If a customer will interact with only one member of staff, the name of the assigned staff member will be recorded alongside the name of the customer.

Staff:

- The names of staff who work at the premises
- A contact phone number for each member of staff
- The dates and times that staff are at work.

Where possible, we will collect this information in advance, where this is not practical it will be collected at the point that visitors enter the premises, or at the point of service if impractical to do so at the entrance

Recording both arrival and departure times (or estimated departure times) will help reduce the number of customers or staff needing to be contacted by NHS Test and Trace. We recognise, however, that recording departure times will not always be practicable.

The accuracy of the information provided will be the responsibility of the individual who provides it. The council will not verify any visitor's identity for NHS Test and Trace purposes.

On what grounds do we use the information?

Our lawful basis under GDPR when using your information is as follows:

- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority
- The council will not process any special category data for this purpose.

How do we collect this information?

Information is collected in a number of ways:

- From persons entering council premises or booked to attend a function, event or meeting at our premises
- From our existing employee records and on entering council premises.

Who do we share your information with?

In the event of a local outbreak of COVID-19 names and contact details of visitors to our sites may be provided to the NHS to support Test and Trace work.

NHS Test and Trace will ask for these records only where it is necessary, either because someone who has tested positive for COVID-19 has listed Council premises as a place they visited recently, or because our premises have been identified as the location of a potential local outbreak of COVID-19.

NHS Test and Trace will work with you, if contacted, to ensure that information is shared in a safe and secure way.

You can find further information on how NHS Test and Trace works here:

Maintaining records of staff customers and visitors to support NHS Test and Trace (external website)

If you are contacted by NHS Test and Trace Contact tracers will:

- call you from 0300 013 5000
- send you text messages from 'NHStracing'

- ask you to sign in to the NHS Test and Trace contact-tracing website:

NHS Test and Trace contact-tracing (external website).

How long do we store it and is it secure?

Information that is collected and stored solely for NHS Test and Trace will be retained for 21 days. This reflects the incubation period for COVID-19 (which can be up to 14 days) and an additional 7 days to allow time for testing and tracing. After 21 days, this information will be securely disposed of or deleted.

The council's IT security and confidentiality policies ensure that your information is protected, and available only to staff directly involved in your care. NHS Test and Trace will handle all data according to the highest ethical and security standards and ensure it is used only for the purposes of protecting public health, including minimising the transmission of COVID-19.

What rights do you have?

The rights that you have depend upon the grounds upon which we collected your information. All of the rights you could have are outlined on the data protection rights page. In most cases information processed in relation to Covid-19 will be covered by the following rights:

- **The right of access** - You are entitled to see the information we hold about you and can request a copy by emailing: data.protection@eastriding.gov.uk
- **The right to rectification** - If you believe any information we hold about you to be incorrect, please email: covid@eastriding.gov.uk and we will amend the information accordingly.
- **The right to restrict processing** - Should you wish us to limit how we use your data please email: covid@eastriding.gov.uk with the reason for your request.

Where can I find out more?

If you want to know more about how the council uses information, your rights or have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance.

Contact details are available on the **general privacy information** page.

Alternatively, you can contact the **Information Commissioner's Office**.