

COVID-19 Contact Tracing (NHS Test and Trace) Privacy Notice

The council is working together with the NHS Test and Trace Service to support COVID-19 contact tracing. From August 2020, you may be contacted by either NHS Test and Trace or directly by Tameside Borough Council.

Contact tracing is important to help us to prevent the spread of COVID-19 and is a tried and tested method for public health to control the spread of infectious diseases. It works by identifying contacts of people who have tested positive and by encouraging them to self-isolate and closely monitor their health, rather than continuing to mix with others and passing the virus on.

We will ask you to provide, where possible, the names and contact details (for example, email address, telephone number) for the people you have had close contact with. As with your own details, these will be held confidentially and kept and used only in line with data protection laws.

We are interested in the 48 hours before you developed symptoms and the time since you developed symptoms. Close contact means:

- Having face-to-face contact with someone (less than 1 metre away).
- Spending more than 15 minutes within 2 metres of someone.
- Travelling in a car or other small vehicle with someone (even on a short journey) or close to them on a plane.
- If you work in – or have recently visited – a setting with other people (for example, a GP surgery, a school or a workplace).

The contact tracers will get in touch by:

- Calling you from 0300 013 5000 (National Number) or 0161 342 4000 (Tameside Borough Council Number).
- Sending you text messages from 'NHS' or 'TBC'.
- Visiting your home if we haven't been able to get in touch with you.

Contact tracers will never:

- Ask you to dial a premium rate number to speak to us (for example, those starting 09 or 087).
- Ask you to make any form of payment or purchase a product or any kind.
- Ask for any details about your bank account.
- Ask for your social media identities or login details, or those of your contacts.
- Ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone.
- Disclose any of your personal or medical information to your contacts.
- Provide medical advice on the treatment of any potential coronavirus symptoms.
- Ask you to download any software to your computer or ask you to hand over control of your computer, smartphone or tablet to anyone else.
- Ask you to access any website that does not belong to the government or NHS.

We will ask you:

- For your full name and date of birth to confirm your identity, and postcode to offer support while self-isolating.
- If you have family members or other household members living with you. In line with the medical advice they must remain in self-isolation for the rest of the 14-day period from when your symptoms began.
- If you have had any close contact with anyone other than members of your household.
- To provide the name, telephone number, address and/or email address of anyone you have had close contact within the 2 days prior to your symptoms starting OR [To sign into the NHS test and trace contact-tracing website](#) to complete this information.
- About the coronavirus symptoms you have been experiencing.
- If anyone you have been in contact with is under 18 or lives outside of England.

What personal information we collect

We collect personal information to make sure that we can carry out our work. The personal information we collect includes:

- Name and date of birth
- Gender
- Address and postcode
- Telephone numbers
- Email address
- Data revealing racial or ethnic origin
- Health or medical records, including disabilities - coronavirus (COVID-19) test result and test date, details of COVID-19 symptoms, start date and nature
- Other contextual information on your whereabouts or recent movements

Who we collect personal information about

When we collect personal information it may be about you or the people you have been in contact with:

- Children
- Customers or prospective customers (specify which) - individuals with a COVID-19 test result and details of contacts
- Vulnerable adults, for example identification of a specific characteristic - clinically vulnerable or extremely vulnerable status

How we use personal information

We use your personal information to:

- Trace contacts to reduce the spread of COVID-19
- Maintain accounts and records.
- Promote the services we provide.
- Carry out health and public awareness campaigns.
- Provide support and guidance.
- Provide services focused on family health.
- Public health initiatives.

Why we use your personal information

We are required by law to improve and protect health and wellbeing. This is detailed in legislation and guidance including:

- Public Health (Control of Disease) Act 1984
- Health Service (Control of Patient information) Regulations 2002
- The Health Protection (Coronavirus Restrictions) (No 2) (England) Regulations 2020
- Coronavirus Act 2020

We are allowed to process personal and sensitive data for the following reasons under the General Data Protection Regulation (GDPR) Articles and the Data Protection Act:

- For public tasks or statutory functions.
- Where there is substantial public interest.
- For reasons of public interest in the area of public health.

If contact cannot be made using the information provided from the National Test and Trace Service, information held by the Council on other systems e.g. Council Tax System and the Electoral Register may be accessed for alternative contact information in the interest of public health to control the spread of COVID-19. This access will be limited to trained officers and securely controlled.

Who we share your personal information with

We collect information from and disclose information to individuals and organisations that can support our work including:

- Customers and their families.
- Health and healthcare organisations, for example, NHS Test and Trace, national and local NHS, Public Health England.
- Partner agencies and service providers, for example, NHS Clinical Commissioning Groups, Living Well.
- Other public bodies and authorities, for example, Office for National Statistics.
- Council departments.

When we make an automated decision about your personal information

This service does not make any decisions using computers or programmes that do not involve a human being when using your personal information.

How long we keep your personal information

We keep personal information collected as part of this process for the minimum terms below, or for an additional length of time if necessary.

- Information collected for people with COVID-19 symptoms will be kept for a minimum of 8 years.
- Information collected on the contacts of people with COVID-19 but who do not have any symptoms will be kept for a minimum of 5 years.

When we transfer your personal information beyond the European Economic Area (EEA)

This service does not transfer your information outside the EEA.

Your rights as a data subject

By law, you have a number of rights as a data subject and this does not take away or reduce these rights. Your rights under the EU General Data Protection Regulation (2016/679) and the UK Data Protection Act 2018 applies.

All information is processed in accordance with the Council's Information Governance Policy, which can be found at <https://www.tameside.gov.uk/dataprotection>

These rights are:

- **Your right to get copies of your information** – you have the right to ask for a copy of any information about you that is used.
- **Your right to get your information corrected** – you have the right to ask for any information held about you that you think is inaccurate, to be corrected
- **Your right to limit how your information is used** – you have the right to ask for any of the information held about you to be restricted, for example, if you think inaccurate information is being used.
- **Your right to object to your information being used** – you can ask for any information held about you to not be used. However, this is not an absolute right, and we may need to continue using your information, and we will tell you if this is the case.
- **Your right to get information deleted** – this is not an absolute right, and we may need to continue to use your information, and we will tell you if this is the case.

If you are unhappy or wish to complain about how your personal data is used as part of this programme, you should contact Tameside Council at (information.governance@tameside.gov.uk) in the first instance.

If you are still not satisfied, you can complain to the Information Commissioners Office. Their website address is www.ico.org.uk and their postal address is:

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Security

We use appropriate technical, organisational and administrative security measures to protect any information we hold in our records from loss, misuse, and unauthorised access, disclosure, alteration and destruction. We have written procedures and policies which are regularly audited, and the audits are reviewed at senior level.

Data Protection Officer

You can contact the Council's Data Protection Officer at information.governance@tameside.gov.uk or by calling 0161 342 8355.

Changes to our policy

We keep our privacy notice under regular review, and we will make new versions available on our privacy notice page on our website. This privacy notice was last updated on 8 October 2020.