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NHS Test and Trace ([Link: /](#))

BETA This is a new service – your [feedback](#) ([Link: mailto:dhsctesttrace.customerfeedbackteam@nhs.net](mailto:dhsctesttrace.customerfeedbackteam@nhs.net)) will help us to improve it.

NHS Test and Trace

Privacy Information

Links will open in a new tab in your browser

About NHS Test and Trace

NHS Test and Trace forms a central part of the government's coronavirus (COVID-19) recovery strategy. It aims to ensure that anyone who develops symptoms of coronavirus can be tested quickly, and helps trace the close recent contacts of anyone who tests positive to notify them that they must self-isolate to help stop the spread of the virus.

The Department of Health and Social Care has published an [overview of how NHS Test and Trace works](https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works) ([Link: https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works](https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works)).

The privacy information provided in this notice explains how the personal data collected for the contact-tracing part of NHS Test and Trace in England is used to help control and prevent the spread of coronavirus.

Data controller for NHS Test and Trace

The [Department Health and Social Care](https://www.gov.uk/government/organisations/department-of-health-and-social-care#content) ([Link: https://www.gov.uk/government/organisations/department-of-health-and-social-care#content](https://www.gov.uk/government/organisations/department-of-health-and-social-care#content)) (DHSC) has commissioned NHS Test and Trace on behalf of the government and is the data controller for the purposes of data protection legislation.

Public Health England is an executive agency of the DHSC and provides the NHS Test and Trace contact-tracing service in England on behalf of the DHSC. Find out [more about Public Health England](#) ([Link:](#)

<https://www.gov.uk/government/organisations/public-health-england>) and what it does.

The information we collect

The contact-tracing part of NHS Test and Trace starts with identifying people who have tested positive for coronavirus.

If you test positive, your full name, date of birth, sex, ethnic group, NHS number, address, telephone number, email address, and information about your test results are sent to Public Health England. The information is sent either by the NHS or private laboratory or point of care test provider that carried out the coronavirus test, or by the National Pathology Exchange, which collects the results from regional and mobile test sites and home tests.

The DHSC has published [privacy information about testing for coronavirus](https://www.gov.uk/government/publications/coronavirus-covid-19-testing-privacy-information/testing-for-coronavirus-privacy-information) (Link: <https://www.gov.uk/government/publications/coronavirus-covid-19-testing-privacy-information/testing-for-coronavirus-privacy-information>).

If you test positive for coronavirus

If you test positive for coronavirus you will be contacted by the contact-tracing service and asked to confirm or provide your:

- full name
- date of birth
- sex
- ethnic group
- NHS number
- home postcode and house number
- telephone number
- email address

You will also be asked to provide:

- details of your [COVID-19 symptoms](https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/) (Link: <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>), including when they started and their nature
- whether you are clinically vulnerable or extremely vulnerable and require support
- details of people who are your close contacts and how you came into contact with them

This information will be used by us to provide you with guidance on how to self-isolate and to identify your contacts so that we can alert them to the steps they must take to keep themselves and others safe.

Your contacts include family or other household members living with you, as well as anyone else you have been in close contact with in the 2 days before you developed symptoms and the 10 days after.

'Close' means having face-to-face contact with someone, being within 1 metre of someone for 1 minute or longer, spending more than 15 minutes within 2 metres of someone, or travelling in a small vehicle or sitting close to someone on a plane, train, coach or ferry journey.

The DHSC has published stay at home guidance for people who have tested positive, people who have symptoms and are awaiting a test result, and people who live in the same household as someone with possible or confirmed coronavirus infection.

The information you will be asked to provide to the contact-tracing service about your close contacts includes their name, telephone number, email address, whether they are under 18 years of age or an adult, and how and where you came into contact with them. If this was through work, school, college or university, or other activity outside your home, such as a hospital or care home visit, a sports or leisure activity, or a visit to an event or a place of worship, you will be asked to provide the location name and postcode.

You will be asked to provide accurate and complete information for all your close contacts. If you knowingly provide false or misleading information, for example by falsely claiming that someone is a close contact, you will be committing an offence, which may lead to you being fined.

If you are a close contact of someone who tests positive

If you are a close contact of someone who tests positive for coronavirus, you will be contacted by the contact-tracing service and asked to confirm or provide your:

- full name
- date of birth
- sex
- ethnic group
- NHS number
- home postcode and house number
- telephone number
- email address

You will also be asked:

- if you are experiencing any [COVID-19 symptoms](https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/) (Link: <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>), and if so their nature and when they started

- whether you are clinically vulnerable or extremely vulnerable and require support

This information will be used by us to provide you with public health advice on the steps you must take to keep yourself and others safe.

The DHSC has published guidance ([Link: https://www.gov.uk/government/publications/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person/](https://www.gov.uk/government/publications/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person/)) for people who are a close contact of, but do not live with, someone who has tested positive for coronavirus.

Other information we may collect

To control the spread of coronavirus and help speed the return to a more normal life, the government has put in place a number of measures to support rapid contact-tracing and help people self-isolate. The personal information you are asked to provide if you visit certain venues, or which you must provide if you are travelling to the UK, may be collected by the contact-tracing service.

We may also collect your personal information from your workplace, school, college or university, or if you have been a visitor to a place where people are at higher risk of coronavirus such as a hospital, if that place is involved in a coronavirus outbreak.

If you visit certain venues

If you visit a pub, restaurant, hotel, hairdressers, entertainment venue, place of worship or other venue in scope where you potentially come into close contact with other people from outside your household, you will be asked to provide your:

- full name
- telephone number
- email address, if a telephone number is not available
- home address, if a telephone number or email address is not available
- date of visit, arrival time and, where possible, departure time

This visitor information is collected by the venue and will only be requested by the contact-tracing service if the venue is involved in a coronavirus outbreak so that we can provide public health advice to anyone who may have been infected.

If you are travelling to the UK

If you are travelling to the UK from any country, you must complete a public health passenger locator form. You are required to provide your:

- full name
- date of birth
- sex
- permanent home address
- UK address if staying temporarily
- telephone number
- email address

You will also be asked to provide information about:

- your journey, including travel dates, flight, train, coach or ferry number, place of arrival and travel operator
- your travel companions, including their name and relationship to you

This information is collected by the Home Office and accessed by the contact-tracing service if you or someone seated close to you on your journey tests positive for coronavirus. If your seat location is not included, we may ask your travel operator to provide this.

We also use the information from passenger locator forms as part of our checks and alerts to make sure that people travelling to the UK are self-isolating after they arrive, and to instruct people arriving from countries where there are more infectious variants of coronavirus to be tested. We further use the information from passenger locator forms to monitor for cases of imported COVID-19.

The Home Office has provided further privacy information about the passenger locator form. (Link: <https://www.gov.uk/government/publications/passenger-locator-form-privacy-notice/passenger-locator-form-privacy-notice>).

From workplaces, places of education and certain other places

If your workplace, school, college or university, or a place you have visited where people are more at risk of coronavirus such as a hospital, care home, day centre or prison is involved in an outbreak, we may ask your employer, educational establishment or the manager of the place you have visited to provide your:

- full name
- telephone number, if available
- email address, if available

This information is collected by your employer, educational establishment or the place you have visited and will only be requested by the contact-tracing

service if that place is involved in a coronavirus outbreak and there is a risk that you may be a close contact of someone infected with the virus.

How your information is used

If you test positive for coronavirus

If you test positive for coronavirus, a confidential personal account will be created for you on the NHS Test and Trace contact-tracing website.

You will be sent information by text or email explaining how to log on to your personal account and confirm or provide your personal details, such as your COVID-19 symptoms, and record the details of your close recent contacts. You can log back on to your personal account if you need to change the information you have provided or want to add the details of any other close contacts. If you want to remove anyone from your list of close contacts, please be aware that we may have been in contact with them already to provide guidance on self-isolation.

If you are unable to access the website or don't respond to the initial text or email, a trained contact tracer will phone you and confirm or record your details and the details of your close contacts on to the website for you.

When the NHS Test and Trace service alerts your close contacts to self-isolate, they are not told your identity. But if you have alerted them when you first develop symptoms or when you get your test result, they will be better prepared for the advice they are given.

If you are a close contact of someone who tests positive

If someone who tests positive for coronavirus has provided your details to the NHS Test and Trace service, a confidential personal account will be created for you on the contact-tracing website.

You will then be sent information by text or email explaining how to log on to your personal account and confirm or provide your personal details, such as your date of birth and address. When you log on you will be provided with guidance on the self-isolation measures you must take to keep yourself and others safe. You can log back on to your personal account if you need to change any of the information you have provided.

If you are unable to access the website or don't respond to the initial text or email, a trained contact tracer will phone you to record your details on to the website for you and provide you with guidance on self-isolation.

If you are under-18

If you are under-18 and test positive for coronavirus or are a close contact of someone who has tested positive, the contact-tracing service will try to call you by phone and a parent or guardian will be asked to give permission for

the call to continue or answer for you. If you are 16 or 17 and a parent or guardian is not present, or you live independently, you can continue the call directly.

If you visit certain venues

Some businesses and organisations operating in sectors where people spend a longer amount of time in one place and potentially come into close contact with others from outside their household (Link: <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>) are required by the government to keep a temporary log for 21 days of their customers and visitors. These venues are also required to take reasonable steps to refuse entry to any visitors or customers who do not provide their contact details.

If a pub, restaurant, hotel, hairdressers, entertainment venue, place of worship or other venue in scope is involved in an outbreak, a local investigation team will ask to see this log. This team is made up of Public Health England's health protection experts and your local authority's public health team.

If you are a customer, visitor or staff member of the venue, you may be contacted by NHS Test and Trace by text message or phone to provide you with guidance on the self-isolation measures you should take to keep yourself and others safe.

We do not collect visitor logs unless a venue is involved in an outbreak.

If a venue is suspected to be the location of a current outbreak of coronavirus infection, the name and postcode of the venue is sent by NHS Test and Trace to the NHS COVID-19 App. This information is used to anonymously send an alert to users of the App who have recently scanned the App QR code for the venue. This alert informs them that they may have been in close contact with someone who has tested positive and to be aware that should they develop symptoms of COVID-19 they must follow the guidance on self-isolation and testing as appropriate.

No information that identifies anyone involved in the outbreak is provided by NHS Test and Trace to the NHS COVID-19 App – only information about the venue is shared – and no information about App users who receive an alert is sent back to NHS Test and Trace. You can find further information in the [NHS COVID-19 App privacy information](https://covid19.nhs.uk/privacy-and-data.html) (Link: <https://covid19.nhs.uk/privacy-and-data.html>).

If your workplace, school or place you have visited is involved in an outbreak

If your workplace, place of education, or a place you have visited such as a hospital, care home, day centre or prison is involved in a coronavirus outbreak, a local investigation team may ask your employer, educational

establishment or the manager of the place you have visited to provide your name and contact details.

Your information is used by us in the same way as described above for people who are close contacts of someone who tests positive so that we can provide you with guidance on the self-isolation measures you must take to keep yourself and others safe.

If you have been told by NHS Test and Trace to self-isolate

If you test positive for coronavirus or have been identified by NHS Test and Trace as a close contact of someone who has tested positive, you are required by law to self-isolate to stop the virus from spreading. You can find guidance on when and how to self-isolate. (Link: <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>)

If you are aged over-18 and are required to self-isolate, we will regularly contact you by phone and text during this period to provide advice and support and check you are self-isolating.

If the Police receive a report that you may be breaking the self-isolation requirement (Link: <https://www.police.uk/tua/tell-us-about/c19/v7/tell-us-about-a-possible-breach-of-coronavirus-covid-19-measures/>), they may ask us to confirm if you were required to self-isolate and for what time period. If you have tested positive or are a close contact of someone who has tested positive, we will share with the Police information including your name, contact details, the address at which you are self-isolating, and when you were required to self-isolate. They will use this to decide whether to take enforcement action against you, which could lead to you being fined. Information about these fines is provided in the overview of how NHS Test and Trace works. We do not share the details of all people who have been instructed to self-isolate with the Police – we only share information with them in response to specific requests about individuals who may be breaking the self-isolation duty.

If you apply for a self-isolation support payment

People on lower incomes who have been instructed to self-isolate but cannot work from home and have lost income as a result can apply for a self-isolation support payment (Link: <https://www.gov.uk/test-and-trace-support-payment>). This scheme is administered by your local authority.

If you apply for this payment, your local authority will carry out a number of eligibility checks, including verifying with the contact-tracing system that you have been instructed to self-isolate. You will be required to provide information as part of your application, including your name, date of birth, postcode and 8-digit NHS Test and Trace identification reference, which is used by your local authority to check with NHS Test and Trace that you have been instructed to self-isolate and when.

Further [privacy information for the NHS Test and Trace self-isolation support payment scheme \(Link: https://www.gov.uk/government/publications/test-and-trace-support-payment-scheme-privacy-notice/test-and-trace-support-payment-scheme-privacy-notice\)](https://www.gov.uk/government/publications/test-and-trace-support-payment-scheme-privacy-notice/test-and-trace-support-payment-scheme-privacy-notice) has been published by the DHSC.

If you are travelling to the UK

If you are travelling to the UK from any country, you must complete a public health passenger locator form. The information you provide may be used by the contact-tracing service in one or more of the following ways.

First, your information may be used for contact tracing. If you test positive for coronavirus within 10 days of your arrival, we obtain a copy of your form from the Home Office. This is so we can confirm your travel details and help identify the people you were in close contact with on your journey.

Alternatively, if you were in close contact on your journey with someone who tests positive, your information is used by us in the same way as described above for people who are close contacts of someone who tests positive. In both circumstances we will provide you with guidance on the self-isolation measures you must take.

If important information about your seat location is missing from your passenger locator form, we may ask your travel operator to provide these details. For this, we securely share your name, date of birth and the information we have about your journey, including your travel dates, flight, train, coach or ferry number and place of arrival, with your travel operator. If details about your journey are not recorded, we may share your name with Border Force to obtain this information.

The second way we may use information from your passenger locator form is to provide you with public health advice and check you are self-isolating. We may collect your full name, contact number and year of birth (which we use to verify your identity) as part of our checks on people who have travelled to the UK and are aged 18 or over, resident in England or Northern Ireland for the isolation period and not exempt for work or other reasons. A contact tracer will phone you to provide advice on what to do if you have COVID-19 symptoms, and to make sure you are following the self-isolation guidance. If we cannot contact you after three calls and a text message, or if you have not been self-isolating, we will inform the Home Office, which in turn may instruct a private security provider to investigate further prior to informing local Police. This may lead to them visiting you to check your compliance with the self-isolation requirement and may result in further action being taken against you, which could include you being issued with a fixed penalty notice.

As coronavirus infection rates are high in some countries, we may use information from your passenger locator form to send you a text message informing you of the legal requirement to self-isolate. We will only send you this text message if you are aged 18 or over, resident in England for the isolation period and not exempt for work or other reasons. We will send you a single text on the second day after your arrival. This will include information

on how to self-isolate when you travel to the UK and explain that you will be committing an offence if you do not self-isolate.

If you travel to the UK from a country, territory or island where there are more infectious variants of coronavirus, we may also use your full name, contact number and address you are staying at during the isolation period from your passenger locator form to call you to provide you with instructions on how to be tested for coronavirus.

The third way we use information from passenger locator forms is to monitor cases of imported COVID-19. We obtain a copy of all passenger locator forms from the Home Office to monitor coronavirus infection rates among people residing in England after travelling to the UK, and among their household contacts. We do this by taking the addresses of all people who have tested positive and comparing these with the addresses that people who have recently completed a passenger locator form have stated they will be residing at following their arrival. If there is a match, this may indicate that someone who has tested positive after recently travelling to the UK may have been infected while abroad. A match may also indicate that someone who has tested positive but not recently travelled abroad may still have been infected with imported COVID-19 if they live in the same household as someone who has recently travelled and was infected while they were outside the UK. Understanding how many people are directly or indirectly infected as a result of travel to the UK from other countries is used by NHS Test and Trace to advise the government on how to respond to the risk of imported cases of coronavirus infection from other countries.

The Home Office has provided [further information about the passenger locator form](https://www.gov.uk/provide-journey-contact-details-before-travel-uk) (Link: <https://www.gov.uk/provide-journey-contact-details-before-travel-uk>). You can also find [guidance on how to self-isolate if you travel to the UK](https://www.gov.uk/government/publications/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk) (Link: <https://www.gov.uk/government/publications/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk>) and the fines for failing to do so.

How to check if you are being contacted by NHS Test and Trace

Beware of scams. The contact-tracing service will only call you from 0300 013 5000 or send you a text message or email from 'NHStracing'. You will never be asked to dial a premium rate number, make a payment, provide your bank details, or provide other personal information such as your social media identities or login details.

If you have travelled to the UK and are contacted by the contact-tracing service to check you are self-isolating, you will only be called from 0300 123 2008.

You can find further information on how to check that a text, email or call is from the contact-tracing service in the [overview of how NHS Test and Trace works](https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works) (Link: <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>).

The purposes we use your information for

The personal information about you collected by the contact-tracing service is used by us to help control and prevent the spread of coronavirus.

We help control the spread of coronavirus by tracing the contacts of people who have tested positive so they can be provided with public health advice and support.

We help prevent the spread of coronavirus by monitoring and analysing contact-tracing information to understand the epidemiology of the virus and inform the government's response.

Depending on whether you test positive for coronavirus or are a close contact of someone who tests positive, we use your information to:

- contact you to ask you to provide details of your close contacts or to provide an alert to self-isolate and be tested if necessary – for this we use information such as your name and phone number or email address
- contact you to provide advice and support and check you are self-isolating – for this we use information such as your name, phone number and email address
- control local outbreaks of coronavirus infection – for this we use information such as the places you have visited and how you are in contact with others, such as through work, school or sports and leisure activities
- monitor the spread of coronavirus and the numbers of close contacts likely to be infected – for this we use information such as the details of your close contacts and your COVID-19 symptoms
- monitor the numbers of close contacts who are exposed more than once to someone with coronavirus – for this we use information such as your date of birth and NHS number
- monitor how COVID-19 symptoms vary between groups in the population – for this we use information such as your COVID-19 symptoms, sex, ethnic group and whether you are clinically vulnerable or extremely vulnerable

We may also use information such as your name and contact details to invite you to take part in studies to help us improve the services we provide and to answer questions such as what proportion of people have coronavirus antibodies. We will only do this if you agree to us contacting you for this purpose.

Your information may also be used for law enforcement purposes. Specifically, if the Police receive a report that you may be breaking the self-isolation requirement, they may ask us to confirm if you were required to self-isolate and for what time period. This may lead to enforcement action being taken against you, which could include you being fined.

If you have recently travelled to the UK, we may use your contact phone number and email address from your passenger locator form to call and send you texts to check if you have coronavirus symptoms, to make sure you are following the legal requirement to self-isolate where required, or to provide you with instructions on how to be tested for coronavirus. We also use the information from your form to monitor coronavirus infection rates associated with people travelling to the UK from other countries.

If you test positive for coronavirus and have recently travelled from the UK to another country, we share your information with the World Health Organisation contact point in that country to help them with international coronavirus contact-tracing.

The personal information we collect through the contact-tracing service is the minimum we need for these purposes.

Whenever possible, we use information that does not directly identify you. For example, for most of the analyses we carry out to monitor how coronavirus affects different groups in the population, we do not use your name or NHS number and we substitute your date of birth with age in years. But there will be times when it is necessary to use your personal information. For example, if you are a close contact of someone who tests positive or have visited a venue involved in an outbreak, we need to use your phone number or email address to contact you to provide public health advice.

The personal information collected by the contact-tracing service will not be used by us for any purpose other than to control and prevent the spread of coronavirus.

Other purposes we may use your information for

Your personal information may be used for purposes that are not directly related to your health and care. These include:

- monitoring the epidemiology and spread of coronavirus
- planning of services or actions in response to coronavirus
- research into coronavirus, including potentially being invited to be part of clinical trials

For example, it will be used by the DHSC to help measure, improve and evaluate the performance, effectiveness and impact of NHS Test and Trace.

The information about you collected and used by the contact-tracing service will not be used for any purpose that is not linked to the control and prevention of coronavirus.

Any releases of information that identify you will be lawful and the minimum necessary for that purpose.

Our legal basis to use your information

The law on protecting personal information, known as the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, allows us to use the personal information collected by the contact-tracing service.

The sections of the GDPR and the Data Protection Act that apply where we use personal information to identify and trace contacts, control local outbreaks, check whether people are self-isolating, confirm that someone is eligible for a self-isolation payment, and monitor the impact on public health of coronavirus are:

- GDPR Article 6(1)(e) - processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller
- GDPR Article 9(2)(i) - processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of healthcare
- Data Protection Act 2018 Schedule 1 Part 1 (3) - public health

Where personal data is shared with other countries for the purpose of international contact-tracing, the following GDPR derogation for specific situations also applies:

- GDPR Article 49(1)(d) - the transfer is necessary for important reasons of public interest

Where personal information from the contact-tracing service is provided to the Police to investigate if someone is not self-isolating, the sections of the law that apply are:

- GDPR Article 6(1)(e) - processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller
- GDPR Article 9(2)(i) - processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of healthcare
- Data Protection Act 2018 Schedule 1 Part 1 (3) - public health
- GDPR Article 10 - data relating to criminal convictions and offences
- Data Protection Act 2018 Schedule 1 Part 2 (6) - statutory etc. and government purposes

Where we use personal information for coronavirus-related research, the sections of the law that apply are:

- GDPR Article 6(1)(e) - processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller
- GDPR Article 9(2)(j) - processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes
- Data Protection Act 2018 Schedule 1 Part 1 (4) - research

Separately, we have special permission from the Secretary of State for Health and Social Care to use confidential patient information without people's consent for the purposes of diagnosing, recognising trends, controlling and preventing, and monitoring and managing communicable diseases and other risks to public health.

This is known as 'section 251' approval and includes, for example, using your test results if you test positive for coronavirus to start the contact-tracing process.

The part of the law that applies here is section 251 of the National Health Service Act 2006 and regulation 3 of the associated Health Service (Control of Patient Information) Regulations 2002.

Our data processors

The number of contact tracers needed to respond to coronavirus is unprecedented, so we have appointed a number of other organisations to help us operate the NHS Test and Trace contact-tracing service.

These organisations are data processors acting on our instructions. They are not allowed to use your personal information for any purpose other than specified by us, they are not allowed to keep your information once their work for us has ended, and they must comply with strong data security and protection requirements when processing your information on our behalf.

The data processors appointed by us are:

- NHS Professionals, which is providing registered medical professionals to help contact people who test positive for coronavirus to identify their close contacts
- Serco UK, which is providing staff to call the contacts of people who test positive and provide guidance on self-isolation, and to call people who have been told to self-isolate to check they are doing so
- SITEL Group, which is also providing staff to call the contacts of people who test positive and provide guidance on self-isolation, and to call people who have been told to self-isolate to check they are doing so
- NHS Business Services Authority, which is assisting with the operation of the contact-tracing service

- Amazon Web Services, which is providing the secure UK-based storage location for the contact-tracing service information
- The Cabinet Office, which provides the GOV.UK Notify service used to send contact-tracing texts and emails and the texts sent to people travelling to the UK who are required to self-isolate
- Teleperformance UK, which is providing staff to call people travelling to the UK from countries where there are more infectious variants of coronavirus to provide instructions on how to be tested
- Kainos, which is assisting with the operation of the contact-tracing website system
- Qualtrics, which is helping us carry out user and public surveys to improve the services we provide

The Cabinet Office and Amazon Web Services do not have direct access to your personal information. The NHS Business Services Authority, Kainos and Qualtrics are only provided with access to the minimum necessary information about you.

Who your information is shared with

With local authorities and mayoral and combined local authorities

Information from the contact-tracing service is shared with your local authority to help with tracing contacts, to support people who need help self-isolating and to provide support payments to eligible people on lower incomes who have been instructed to self-isolate.

To help control local outbreaks of coronavirus infection, Public Health England's health protection teams work alongside local authority directors of public health and their teams. We securely share the personal information collected by the contact-tracing service with your local authority director of public health so they and their team can help with coronavirus contact-tracing and with controlling and preventing outbreaks in places such as care homes, schools, workplaces and other venues. Your local director of public health and their team may also use information the local authority holds about you to help with tracing you if you are a close contact of someone who tests positive or if you have visited a venue that is involved in an outbreak. This comes from the information your local authority already collects about you in the course of providing you with a range of local services.

If you have tested positive for coronavirus or are a close contact of someone who has tested positive and told us that you are clinically vulnerable or extremely vulnerable and need support to self-isolate, we share this information with your local authority. Your local authority may check the information it holds about you, such as social care records, to ensure that it provides you with appropriate support to self-isolate.

Local authorities are responsible for putting in place arrangements to provide support payments to people on lower incomes who have been instructed to self-isolate but cannot work from home and have lost income as a result. Information from the contact-tracing service is shared with your local authority if you have applied for a support payment. Your local authority will use this alongside other information about you from the Department of Work and Pensions and HM Revenue and Customs to check that you are eligible for this payment. If you do receive a payment, your local authority will inform HM Revenue and Customs of this for tax purposes.

We also securely share information on all positive tests for coronavirus with your local authority and, if you live in an area with one, mayoral and combined authority. This information includes your postcode but does not include other information that identifies you such as your name or date of birth. This is to help them understand where cases of coronavirus are occurring in their area so they can take action to help prevent local outbreaks.

We will only share your personal information with the authority for the area in which you live, and your local authority and mayoral and combined authority will only use this information to help control and prevent the spread of coronavirus.

For the purposes of data protection legislation, your local authority and mayoral and combined authority are data controller for your information shared with it by NHS Test and Trace.

With NHS Digital

NHS Digital provides information and technology services to the health and care system. It is a public body reporting to the DHSC and has been directed by the Secretary of State for Health and Social Care to collect and analyse data about coronavirus (Link: <https://digital.nhs.uk/coronavirus/coronavirus-covid-19-response-information-governance-hub/coronavirus-covid-19-response-transparency-notice>) to support the government's response.

We securely share your personal information with NHS Digital for it to use for a range of purposes related to the control and prevention of coronavirus, such as monitoring and managing the response to COVID-19 by health and social care bodies.

We also securely receive back from NHS Digital any information that is missing from the coronavirus test results we receive and which we need for contact-tracing purposes, such as your telephone number. This comes from the information NHS Digital holds on all people registered with the NHS in England.

For the purposes of data protection legislation, NHS Digital and the DHSC are joint data controllers for this personal information shared by NHS Test and Trace.

With the Devolved Administrations

If you live in Northern Ireland, Scotland or Wales but your personal information is provided to the contact-tracing service in England, we will securely send this information to the public health agency for your part of the UK for it to use for contact-tracing purposes.

For the purposes of data protection legislation, your Devolved Administration is the data controller for your information provided to it by the contact-tracing service in England. The DHSC is the data controller for the information that the contact-tracing service in England receives from the Devolved Administrations.

With the Police

The Police play an important role in helping ensure that people are following the rules and restrictions put in place by the government to help prevent the spread of coronavirus.

If the Police receive a report that someone may be breaking the self-isolation requirement, they may ask the contact-tracing service to confirm if that person was required to self-isolate and for what time period. If that person has tested positive or been instructed to self-isolate, we will share with the Police their name, address at which they are self-isolating, the date they were told to self-isolate, the length of their self-isolation period, and other information the Police may use to help decide whether to investigate further. The Police may share this information with the Crown Prosecution Service to decide if enforcement action is appropriate.

For the purposes of data protection legislation, the Police service in your area is the data controller for the information provided to it by the contact-tracing service.

With the Home Office

If you have travelled to the UK and our contact tracers cannot contact you or you have not been self-isolating, we securely provide back to the Home Office information from your passenger locator form so that it can take further action, which could include you being fined.

For the purposes of data protection legislation, the Home Office is the data controller for this information.

With your travel operator

If you have travelled to the UK we may need to securely share your name, date of birth and information about your journey with your travel operator so that it can send back to us information about your seat location which we need for contact-tracing.

For the purposes of data protection legislation, your travel operator is the data controller for the information it holds about your journey.

With countries you have travelled to

To comply with the UK's obligations under the International Health Regulations, Public Health England securely shares your information with the World Health Organisation contact point in other countries if you test positive for coronavirus and have recently travelled from the UK to another country.

The information shared with the country you have travelled to includes your full name, date of birth, contact phone number, journey details (including travel dates, flight, train, coach or ferry number), and coronavirus test date. This is to help with international contact-tracing.

Similarly, if you test positive for coronavirus in another country and then travel to the UK, the World Health Organisation contact point in that country will securely share your information with Public Health England for contact-tracing purposes.

How your information is protected

Your personal information is protected by us in a number of ways.

It is held on computer systems that have been tested to make sure they are secure and which are kept up-to-date to protect them from viruses and hacking.

Your information used by NHS Test and Trace can only be seen by staff who have been specifically trained to protect your privacy. Strong controls are in place to make sure all these staff can only see the minimum amount of personal information they need to do their job.

Where we share your personal information with the other organisations listed in this privacy notice, we only ever do so using secure computer systems or encrypted email.

We hold your information in the UK only.

No information that could identify you will ever be published by NHS Test and Trace.

How long we keep your information

If you test positive for coronavirus, the personal information collected and used by the contact-tracing service will be kept by us for 8 years.

If you are a close contact of someone who tests positive, we will keep your personal information for 5 years. It is possible over time that you may be a close contact of more than one person who has tested positive, so we may hold more than one record about you. We keep each of these records separately for 5 years.

We keep personal information for these lengths of time because we may need to contact you to help control local outbreaks of coronavirus that may occur in future. We also need to use personal information to monitor and analyse the epidemiology of coronavirus to help prevent it from spreading. For example, we use the personal information of people who test positive and their close contacts to help monitor reinfection and re-exposure rates for the virus.

If you have been instructed to self-isolate and we are asked by the Police to provide information about you so they can check you are doing so, we will keep a record of the information we have shared for 42 days.

If you have recently completed a passenger locator form, we keep your personal information for 60 days. This to allow enough time for us to see whether you or anyone in your household becomes infected with coronavirus as a result of your travel to another country. If we use information from your passenger locator form as part of our checks that travellers to the UK are self-isolating, we keep this information for 10 days after your arrival.

As COVID-19 is a novel form of coronavirus infection and the natural history of the disease is unclear at present, we may need to keep your personal information for longer to understand more about the epidemiology of the virus. If this is the case, we will update this privacy notice to explain how long we intend to keep your information and the reasons why.

Your rights over your information

Under data protection law, you have the following rights over the personal information collected and used by the contact-tracing service:

Your right to get copies of your information

You have the right to ask for a copy of any information about you that is held.

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 changed.

Your right to limit how your information is used

You have the right to ask for the use of any information held about you to be restricted. For example, you can ask this where you think the information we are using is inaccurate.

Your right to object to your information being used

You can ask for any information held about you not to be used. This is not an absolute right and we may need to continue to use your information. We will tell you why if this is the case.

Your right to get your information deleted

You can ask for any information held about you to be deleted. This is not an absolute right unless the legal basis for us to process your information is consent. If we need to continue to use your information we will tell you the reason why.

Your right to data portability

You can ask for any information held about you to be provided to you in a commonly used electronic format. This right is only available where the legal basis for processing your information is consent or for the purposes of a contract between you and NHS Test and Trace.

Your rights in relation to automated individual decision-making, including profiling

You can object to your personal information being used to make a significant decision that affects you based solely on automated processing, including profiling. We will tell you in this privacy notice if we use your information in this way at any point.

You can exercise any of these rights by contacting data_protection@dhsc.gov.uk (Link: mailto:data_protection@dhsc.gov.uk).

How to find out more or raise a concern

If you could like to find out more, you can contact the NHS Test and Trace contact-tracing service at dhsctesttrace.customerfeedbackteam@nhs.net (Link: <mailto:dhsctesttrace.customerfeedbackteam@nhs.net>).

If you have any concerns about how your personal information is used and protected by NHS Test and Trace, you can contact Lee Cramp, the DHSC Data Protection Officer, at data_protection@dhsc.gov.uk (Link: mailto:data_protection@dhsc.gov.uk).

You also have the right to contact the Information Commissioner's Office if you have any concerns about how we use and protect your personal information.

You can do so by calling the ICO's helpline on 0303 123 1113 or visiting the ICO's website at [www.ico.org.uk](https://ico.org.uk) (Link: <https://ico.org.uk/>).

About this privacy notice

As the government's response to coronavirus evolves, we may need to make additions or changes to the privacy information provided in this notice. If we do, the date and version number provided below will change.

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except where otherwise stated