

Southend On Sea Borough Council Contact Tracing Service Privacy Notice

About Test and Trace

COVID-19 is an infectious disease affecting the whole of the country. The virus that causes COVID-19 is a coronavirus. Infectious diseases present a serious and ongoing threat to public health. If not controlled, they can infect large numbers of people and, depending on the disease and other factors, can result in ill-effects ranging from relatively minor symptoms to early death.

Contact tracing is an important way of controlling the spread of infectious diseases. It involves identifying and tracing all the people who have been in contact with a person who has been infected. Depending on the nature and duration of the contact, these contacts may require advice or treatment to prevent the disease spreading further.

Essex County are working with Public Health England, other Local Authorities and third party organisations to deliver the local Contact Tracing Service. Southend Borough Council's complex contract tracing service will be delivered by Essex County Council on behalf of Southend On Sea Borough Council through a third party contracted service provider. Southend On Sea Borough Council may also conduct a localised track and trace service directly.

This privacy notice explains what personally identifiable is collected by Southend on Sea Borough Council. It also explains how this information is used, how it is protected, how long it is kept, who it is shared with, who shares it with us, what your rights are, and how you can find out more.

For information about how Public Health England is handling your information for Test and Trace see their privacy notice <https://contact-tracing.phe.gov.uk/help/privacy-notice>

What information is collected and why

To trace the contacts of people with COVID-19 and support the Contact Tracing Service, Southend on Sea Borough Council needs to collect personally identifiable information. To ensure that you have confidence in providing your personal information over the telephone all Call Handlers who will be calling on behalf of Southend on Sea Borough Council and Essex County Council Contact Tracing Service and will state this at the start of each call.

Personal information will come from different sources:

- Public Health England
- The individual Cases and Contacts
- Third Party Organisations/Settings (e.g. workplaces, schools, care homes, other local authorities)

The data will include some of the listed information. It will be kept to a minimum and only processed where it is appropriate to do so:

For individual tested positive for COVID-19 (Case):

- Unique Record ID
- Full name
- Date of birth
- Gender
- Ethnicity
- NHS number
- Home postcode and house number
- Telephone number and email address
- Occupation/Key Worker type
- COVID-19 symptoms, including when they started and their nature

For those who have been in close contact with someone who tests positive (Contact):

- Full name
- Date of birth
- Contact details
- Ethnicity
- NHS number
- Home postcode and house number
- Telephone number and email address
- Occupation/Key Worker type
- Details of any COVID-19 symptoms they may have had

This information is used to provide advice on self-isolation and how to protect themselves and others from COVID-19. It will also help identify outbreaks which require support.

Legal Basis

The law on protecting personally identifiable information, known as the General Data Protection Regulation (GDPR), allows Southend on Sea Borough Council to use the personal information collected for the purpose of Test and Trace (COVID-19).

The section of the GDPR that applies is:

- 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'

As information about health is a special category of personal information, a further section of the GDPR applies:

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'

How the information is used

Southend on Sea Borough Council and Essex County Council are working with Public Health England to provide the local contact tracing service in response to the coronavirus pandemic (Essex County Council and Southend Contact Tracing Service). Complex cases will be referred by Public Health England to the Essex County Council and Southend Contact Tracing Service. The personal information will be shared with the Essex County Council and Southend Contact Tracing Service for the following reasons:

- Enable contact tracers to call people who have tested positive with COVID-19 to offer advice and gather information about the people they may have come into close contact with and who may have been infected with the coronavirus
- Enable contact tracers to manage the process of tracing these Contacts to find out if they have any COVID-19 symptoms and if so, to provide advice on how to seek help
- Enable the necessary sharing of personal information to third party organisations using minimum data
- Enable the planning, management and containment of local outbreaks
- Enable the Districts and Boroughs to assist with tracking deliver their statutory Environmental Health/Food Safety obligations

Who is the Data Controller?

Southend on Sea Borough Council is the Data Controller for this processing. In order to provide this service effectively our main data processor will be Provide CIC who are managing the Call Centre. For more information about Provide visit their website <https://www.provide.org.uk/>

Provide CIC and its sub-contractors are only permitted to use information collected as instructed by Southend on Sea Borough Council and Essex County Council.

Who your data is shared with

As Data Processor, Provide CIC, are acting under the instruction of Essex County Council (on behalf of itself and Southend Borough Council) and will be processing your personal information to deliver the Essex County Council and Southend Contact Tracing Service call centre. The Call Centre will be responsible for contacting individuals who have tested positive for COVID-19 and their Contacts. It is therefore necessary to share data received from Public Health England with Provide CIC for this purpose.

They are permitted to share your information in accordance with rules set by the local authorities which are designed to ensure that it will only take place where it is necessary to do so and will consider the minimum level of information that needs to be shared in each circumstance.

Your information will be treated with strict confidence and only disclosed where it is necessary to prevent a COVID-19 outbreak by investigating an establishment for potential Contacts, the minimum amount of personal information will be shared if necessary with:

- Other Local Authorities to enable Environmental Health Officers to assist the establishment and provide advice to Contacts
- Sub-contractors to deliver support/advice in key sectors (e.g. care homes, education, prisons, housing)
- We may need to disclose your name and the fact that you have tested positive to Your employer or the operator of an institution where you have spent significant time if this is necessary to avoid or limit a COVID-19 outbreak in the workplace.

Your information used for other purposes

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

- Research into COVID-19
- Planning of services or actions in response to COVID-19
- Monitoring the progress and development of COVID-19

Whenever possible, information that does not directly identify you will be used for these purposes, but there may be times when it is necessary for your personal information to be used. Any releases of information that identify you will be lawful and the minimum necessary for that purpose.

How your information is protected

Access to the information is restricted to those parties where it is necessary to carry out their function and where it is appropriate personal information will be shared with third party organisations responsible for providing support services as part of the response to the coronavirus pandemic. All sharing will be carried out securely.

Staff will complete the necessary training including their responsibilities for protecting confidentiality and sharing where it is appropriate.

How long your information is held

The personal information will only be held as long as directed by the Department of Health and Social Care (DoHSC). For more information please see the Coronavirus COVID -19 Notice issued on the Gov.uk website.

<https://www.gov.uk/government/publications/coronavirus-covid-19-notification-of-data-controllers-to-share-information>

Your rights

You have the following rights:

- Your right to get copies of your information
- Your right to get your information corrected
 - Where you think the information held is inaccurate you can request that it be changed
- Your right to limit how your information is used
 - You have the right for the information held about you to be restricted. For example, you can ask this where you think the information Essex County Council is 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 Essex County Council 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 and Essex County Council may need to continue to use your information. We will tell you why if this is the case.

How to contact us

If you have a request or concern about how your information is used and your rights:

Data Protection Officer

Email: dataprotection@southend.gov.uk

Telephone: 01702 215 000 (ask to speak to the Information Governance Team)

You also have the right to contact the Information Commissioner's Office if you have any concerns about how Southend on Sea Borough Council uses and protects any personally identifiable information it holds about you. You can do so by calling the ICO's helpline on 0303 123 1113 or by starting a live internet chat at www.ico.org.uk.