

Visiting Council Premises - NHS Track and Trace

The information that you provide will be processed in accordance with the General Data Protection Regulation and Data Protection Act 2018. The data controller for this information is Hull City Council.

Why we need to process your personal data

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 Hull City Council 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.

Do I have to provide the information?

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. 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.

We collect and process information about -

- persons visiting council Premises, including for public functions, weddings and meetings
- our employees working in Council premises who have had contact with visitors

The types of information we hold includes:

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
- 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.

We receive information from -

- persons entering Council premises or booked to attend a function, event or meeting at our premises
- our employees

Information Sharing

In the event of a local outbreak of the corona virus 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 –

[How NHS Test and Trace works](#)

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.

If you are contacted by NHS Test and Trace

Contact tracers will -

- call you from 03000 135 000
- send you text messages from 'NHS tracing'
- ask you to sign into the NHS Test and Trace contact-tracing website

Contact tracers will never -

- ask you to dial a premium rate number to speak to them (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
- ask about protected characteristics that are irrelevant to the needs of test and trace
- provide medical advice on the treatment of any potential coronavirus symptoms
- ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

Legal Basis for Processing

The Council is processing this personal information as it is necessary for the performance of a task carried out in the public interest in accordance with Article 6 1 (e) of the General Data Protection Regulation.

The Council will not process any special category data for this purpose.

Data Retention Period

Information which 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 seven days to allow time for testing and tracing. After 21 days, this information will be securely disposed of or deleted.

Your Rights

You have the right to request access to the personal information we hold about you, to be informed about the collection and use of your personal information, for the information held to be corrected (where the law permits) and to ask us to restrict the processing of your personal information. In certain circumstances you have the right to object to the processing of your personal information. This information will not be subject to any automated decision making.

Questions/complaints/comments

[More details about how Hull City Council uses personal information](#)

If you have any questions or concerns about the collection, use or disclosure of your personal information please contact please contact –

Data Protection Officer

Hull City Council

Room 11

The Guildhall

Hull

HU1 2AA

Information@hullcc.gov.uk

You also have the right to complain to the regulator –
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone - 03031 231 113 (local rate) or 01625 545 745 if you prefer to use a
national rate number