

## Service Area and contact details

|                             |                                    |
|-----------------------------|------------------------------------|
| <b>Service Area:</b>        | Law & Regulation                   |
| <b>Contact Details:</b>     | Contact.tracing@newport.gov.uk     |
| <b>Privacy Notice Name:</b> | COVID 19 – Contact Tracing Service |

## Source and categories of information being processed

This section is only relevant if personal data has been obtained from a source other than yourself (the data subject).

### Newport City Council has obtained the following categories of your personal data:

If you have received a positive SARS-CoV-2 test, we collect and process the following information about you:

Your name, date of birth, address and contact details.  
 Your job title, place of work, line manager and description of your work.  
 The names, date of birth and contact details of those in your household together with whether they were present during your infectious period.  
 The names and contact details of others who you have been in contact with during your infectious period, and the places you have visited during your infectious period.  
 The details of any symptoms of COVID19 that you may have and if you have been hospitalised with those symptoms.

If you have been identified as being in contact with an individual who has received a positive SARS-CoV-2 test, we collect and process the following information about you:

Your name, date of birth, address and contact details,  
 Your job title, place of work, line manager and description of your work.  
 The names, date of birth and contact details of those in your household.  
 The details of any symptoms of COVID19 that you may have and if you have been hospitalised with those symptoms.

### We have obtained your information from:

Some of the personal information we receive is provided to us directly from you or your representative. We also receive personal information indirectly, from the following sources in the following scenarios:

If you have received a positive SARS-CoV-2 test; your name, date of birth, address and contact details would have been provided to us by the testing centre.

If you have been identified as being in contact with an individual who has received a positive SARS-CoV-2 test; your name, date of birth, address and contact details would have been provided to us by that individual or their representative.

## Purpose and legal basis for using your information

Here, we will explain the reason why we have collected your personal data and the reasons for processing.

### Our legal basis for processing your information:

The processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vesting in the controller. This is supported by the Health Service (Control of Patient Information) Regulations 2002.

**Further details about our legal basis for using your information and the purpose of processing:**

This privacy notice explains how your personal information that has been collected within the Contact Tracing Service part of the NHS Wales Test Trace Protect programme is processed and used to help control and reduce the spread of coronavirus (COVID-19).

**If you tested positive for COVID-19:**

A Contact Tracer will contact you to provide advice and support, they will ask about your symptoms and try to establish who you have been in contact with. We will use the telephone number you provide when booking a test to contact you. Contact will be through a telephone call, an SMS text or an e-form. The e-form is an online tool that will allow you to quickly and easily let us know who you have been in contact with. If you complete it within the timeframe requested, in most cases, we will not need to phone you.

**If you have been in contact with a person who has tested positive for COVID-19:**

If you have been in contact with someone who has tested positive, an advisor will make contact with you and if you agree to answer the questions they will provide you with advice on what to do next, for example how long you need to isolate for.

You will also receive daily wellbeing calls to see how you are doing and, if you develop symptoms, you will be advised to book a test and how to do this. You can choose to receive and respond to this information by text message if you prefer.

If you do not engage with the team and do not want to answer any questions, we are required to send you a letter explaining what action you need to take.

For more information about contact tracing, please follow this link;

<https://gov.wales/contact-tracing-your-questions>

**The right to withdraw consent**

If we are relying on your consent to process your data, you have the right to withdraw your consent to this processing at any point. To do so, please contact the person named at the top of this privacy notice.

*(Not applicable, this is only relevant to consent based processing)*

**You must provide us with the information we need to deliver the service, if there is either:**

- a) A contractual obligation to do so, or
- b) A statutory obligation to do so.

*(Only relevant if the lawful basis for processing is the performance of a contract or Public duty/task obligation)*

**The consequences of not providing the information are as follows:**

Not applicable

**Special Category Data**

*(Only relevant if special category data is being processed)*

Sometimes we process special category which is afforded more protection under the Data Protection Act. This is because special category data is deemed to be more sensitive. If we are processing your special category data then we need to establish a further lawful basis for processing, and we have highlighted this below:

Article 9(i) there is public interest in the area of public health (e.g healthcare standards, medical treatments)

**Other applicable articles may include:**

Article 9(g) – processing is necessary for reasons of substantial public interest

Article 9(h) – processing is necessary for the purposes of preventive or occupational medicine, for the assessment of working capacity of the employee, medical diagnosis, the provision of health or social care treatment or the management of health or social care systems and services.

**Automatic decision making/profiling**

*(Only relevant if we are making an automated decision on a data subject)*

Sometimes we use computers or technology to help us make decisions about the service we offer you. Below are the details of what decision making or profiling systems we have used, and how the decision was made:

We do not use automated decision making or profiling within the service.

**Who will have access to your personal information?**

**Newport City Council** is joint data controller and the Data Protection Officer is:

Digital Services Manager

Email: [information.management@newport.gov.uk](mailto:information.management@newport.gov.uk)

Tel: 01633 656656

The Contact Tracing Service is provided by the following organisations:

- All 22 Welsh Local Authorities
- All 7 Local Health Boards
- Public Health Wales NHS Trust
- Velindre Hospital NHS Trust (through NHS Wales Informatics Service - NWIS)
- Welsh Ambulance Service Trust

All the organisations are working together as 'Joint Data Controllers', which means they are responsible in law for the data they process.

Contact Tracing within Carmarthenshire is carried out by a 'Data Processor, Delta Wellbeing Ltd.

**The main users of your personal information are:**

The Newport contact tracing team.

**We may share your information within Newport City Council:**

We will not share your data with any other department within Newport City Council.

**We may share your information with other, external organisations:**

We may share your data with any of the joint data controllers. We will only share your data if it is appropriate to do so and if there is a clear purpose and basis as set out in the GDPR and Data Protection Act 2018.

**Sometimes we use the specialist help of other organisations/companies to process your data on our behalf. These companies are known as 'data processors'. In processing your data, we use the following data processors:**

The NHS Wales Informatics Service (NWIS) has deployed an all-Wales Customer Relationship Management (CRM) system to support contact tracing and case management of covid-19 cases in Wales. This has been achieved via a Microsoft Dynamics 365 cloud-based (UK data centres) solution with appropriate integration to relevant Welsh systems, and is used by local contact tracing teams across Wales.

**Details of any international transfers of your personal information:**

*(if applicable)*

We will not transfer your personal information outside of the UK.

## Requests for information

**All recorded information held by Newport City Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and the Data Protection Act.**

If you would like to request a copy of the personal information that we hold about you, you can request to have a copy of our **Personal Information Request Form** here:

[information.management@newport.gov.uk](mailto:information.management@newport.gov.uk)

If you would like to submit a Freedom of Information Request/Environmental Information request to us, you can submit your request to us here:

[www.newport.gov.uk/FOI](http://www.newport.gov.uk/FOI)

## Your Rights

**The Data Protection Act gives you a number of rights. Please note that not all of these rights are absolute and we will need to consider your request upon receipt. You have the right to request:**

- a) to have you data rectified if it is inaccurate or incomplete;
- b) to have your data erased;
- c) to restrict the processing of your data;
- d) to exercise your right to data portability;
- e) to object to the processing for the purposes of direct marketing, profiling and automated decision making.

**In all instances, please submit your request to:**

[information.management@newport.gov.uk](mailto:information.management@newport.gov.uk)

### Complaints Procedure

If you are unhappy with the way Newport City Council is using your data, you have the right to complain to us. If you would like to do this, please contact us by sending an e-mail to this address;

[information.management@newport.gov.uk](mailto:information.management@newport.gov.uk)

If you are not content with the subsequent outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Councils complaints procedure. The Information Commissioner can be contacted at:

The Information Commissioners Office,  
Wycliffe House, Water Lane,  
Wilmslow,  
Cheshire  
SK9 5AF.

## How long will we retain your information?

### Details of retention period

The data we collect for people tested positive with Covid-19 will be held for 7 years. The data collected on contacts of people with COVID-19 but do not have any symptoms will be held for the minimum retention period of 5 years.