

COVID-19 NHS Test & Trace Data

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23 rd September 2020	4	The House of Bishops Recovery Group
Updates from version 2: The text has been updated to reflect the change in legal status which makes collecting data mandatory in some circumstances, and to give information on the Test & Trace app.		

The Recovery Group has been set up to support the Church of England as government guidance changes through the COVID-19 pandemic. This document has been prepared with information available by the issue date. It will be kept under review and updated as the situation develops, with each update issued as a new version. The current version will always be available to download from the Church of England website via the [Coronavirus FAQs page](#).

This guidance should be read alongside the advice from Government on collecting data for [NHS Test & Trace](#) and for [places of worship](#).

1. What is NHS Test & Trace?

The NHS Test and Trace service is a national service that includes:

- providing testing for anyone who has symptoms of coronavirus to find out if they have the virus;
- getting in touch with anyone who has had a positive test result to help them share information about any close recent contacts they have had; and
- alerting those contacts, where necessary, and notifying them that they need to self-isolate to help stop the spread of the virus

2. Should churches take part in Test & Trace?

Places of worship are not covered in legislation *requiring* use of the NHS Test & Trace service, (except where they offer certain facilities such as a café, or are open as a tourist destination; see question 5 below). However, along with other venues where people spend time, churches are **strongly encouraged** to keep a record of those who have attended to facilitate [NHS Test and Trace](#) in the event of an outbreak of coronavirus. Participating in Test & Trace will help to slow the spread of Covid-19.

3. What is the best way of collecting Test & Trace data?

The NHS is launching a dedicated mobile app, which will be free to download and which meets the legal requirements of Test & Trace, as well as being GDPR compliant. Even though churches and cathedrals are not legally required to collect data, the NHS system is a simple and efficient way of taking part. The app will be available to download free from all major app stores and will work on all smartphones.

4. How does Test & Trace app work?

- Everyone who can is encouraged to download the NHS Covid-19 app. It is available free from all major app stores. Until its national launch on 24th September you need a code to login, but from this date it will be open to all. Downloading apps will use mobile data so if people are worried about that then they are encouraged to download it at home or somewhere else with WiFi. Downloading the app over WiFi is very quick, but it is still much better to download

it before going out. It is expected that thousands of venues, from shops and restaurants to tourist sites and swimming pools will encourage or require use of the app.

- The NHS COVID-19 app has a check-in feature which enables a venue to register for an official NHS QR code and allows users to 'check-in' to participating venues in England on their app by scanning that code. The information stays on the user's phone – it is not shared with the venue.
- These QR code posters are a quick, simple and secure way for visitors to 'check-in' to your church using the app. If they 'check-in' using the app then you do not need to collect those customers' records separately.
- By 'checking-in', app users will have a digital diary on their phones of the venues they have been to which can support discussions with contact tracers if they become ill with coronavirus. It also means that important public health messages can be sent to relevant app users' phones if needed. Venues will **not** be named in any messages.
- Everyone recognises that there will be people who do not own a smartphone or who do not want to use the QR code system. An alternative system, possibly paper-based, should be provided for them to give their details (see question 6).

5. Under what circumstances do churches legally have to take part in Test & Trace?

- Under the [Health Protection \(Coronavirus, Collection of Contact Details etc and Related Requirements\) Regulations 2020](#) churches and cathedrals only have a legal requirement to enable and require the collection of data when they are being used for specific non-worship purposes. These are:
 - Leisure and tourism services, provided by or at heritage locations and attractions open to the public;
 - Services provided for social, cultural and recreational purposes in youth and community centres and village halls.
 - Hospitality services, including cafes and restaurants, where food or drink is served that is intended to be consumed on the premises (the consecrated bread and wine consumed as part of a Communion service, and takeaway venues, do not come under this regulation).
- If you are open to tourists or casual visitors, are open to the public for any purpose not connected to worship, or are running a community centre or hall, you are required by law to display an NHS Test & Trace poster. Visitors should be encouraged but cannot be forced to give their details.
- Groups categorised as formal support groups, such as bereavement groups, employment drop ins etc. do not come under the categorisation of social, cultural or recreational purposes, and so do not come under the legal requirement to display a poster. Nevertheless you may wish to display a poster and offer people the option to check in.
- If you are running a service providing facilities for consuming food or drink on the premises (including food given out for free that is intended to be eaten on site, but excluding the consecrated bread and wine consumed as part of a Communion service) then you are subject to stronger regulations. You must take all reasonable steps to prevent access to an individual who refuses to provide the requisite details in a hospitality venue such as a café or restaurant. You should make this clear to visitors, perhaps with a sign indicating this at the entrance to hospitality areas.

6. How can churches start encouraging visitors to use the NHS Test & Trace app?

- Churches can generate a poster with a unique QR code for their building by visiting this website: <https://www.gov.uk/create-coronavirus-qr-poster>.
- At least one poster should be available on the entrance of the building, in a place that is easy to see and convenient for visitors including those in wheelchairs and those with other disabilities. Multiple copies can be produced for different entrances and different size options are available.
- Please avoid locations where there will be high 'glare' and ensure the poster is on a flat surface so that QR codes can scan properly.
- If your venue is in England, and you are currently using your own QR code system to support contact tracing, you should now switch to the official NHS COVID-19 QR system. It is highly secure and reduces the need for data management for the businesses. You will only need to maintain an alternative means to log in for people who do not have a smartphone or do not want to use the app.
- Visitors will not be able to scan other QR codes with the NHS Covid-19 app because they use a different type of technology. If you need to continue with your own QR code system for non-contact tracing reasons, you must remove any NHS, NHS Test and Trace, or 'NHS Test, Trace, Protect' logos to avoid confusion for app users which would result in them failing to log in via the official code and miss potentially important public health messaging.
- There is a [dedicated FAQs page](#) on the app which may answer any more questions you have.

7. What about people who cannot or do not want to use the app?

- It is important to provide an alternative way of giving details for those who wish to do so. In collecting this data you need to let potential participants know what you are intending to do with their details, when these might be accessed by NHS Test and Trace and clearly get their consent for this purpose. You can, for example, use a consent form and display a privacy notice at your premises or on your website.
- Privacy Notice templates for display in buildings and for online use together with a version of the Government template consent form are available [here](#), which you can adapt and use. Please note you must amend the template as indicated for it to be specific for your church. If you are unsure about details, please seek advice from your Data Protection Officer or lead contact for data protection.
- As an alternative to completing the consent form the Government and the Information Commissions Officer have advised that an explanation of why the data is being collected from the top of the consent form can be read out in the service or to the individual coming into the building and their name, telephone number, date/time and an explicit tick to indicate their consent to their data being used for NHS Test and Trace. For staff and those who volunteer working in the building they can have their attention drawn to the wording of the Privacy Notice or wording on the consent form and record their name, telephone number, date/time and an explicit tick to confirm consent on a sheet when they enter.

- If hand sanitiser is provided prior to individuals recording their data then a single pen can be used to do this, or individuals can be encouraged to bring their own.

The information that should be collected is:

- the name of the individual;
 - a telephone number on which the individual may be contacted;
 - an e-mail address if the individual is unable to provide a telephone number;
 - a postal address if the individual is unable to provide an email address;
 - the date and time that the individual entered the relevant premises;
 - where the individual is a member of a group, the number of people in that group (including any member of the group that has scanned a QR Code when seeking to enter the relevant premises)
- Any information collected should be stored and deleted after 21 days in a way that does not risk unintended access (e.g. shredding paper documents and ensuring permanent deletion of electronic files).

8. How do people scan the QR code on a Test & Trace poster?

If people open the NHS Test & Trace app and point the camera at the code it will read it automatically. It does not use any data, and does not require a mobile or WiFi signal. It will require the Bluetooth function to be switched on; this can be done in the settings feature. Bluetooth does not cause any charges to be added to phone bills and is safe to leave on all the time.

9. What about recording consent for children?

- The Government guidance states that young children should be supervised by a parent or guardian when coming to a place of worship. If you are collecting data for NHS Test and Trace the details of the parent or guardian of an accompanied young person or child need only be collected. The app cannot be used by people under 16.
- For unaccompanied children or young people aged 13 years old or over, they can be asked to provide their details and sign the consent form, or make an individual booking where consent is required. You may need to explain to them what the data is being collected for so they understand what Test and Trace is about, rather than relying on them reading and understanding the privacy notice on their own.
- Where young people or children are coming unaccompanied then we would advise consulting [Safer Environment and Activities](#) from the National Safeguarding Team and adding a safeguarding assessment as part of the overall risk assessment for opening, particularly sections 1.3 on risk assessment and 2.10 on young people who attend church activities without their parents.

10. Do we need to check that people have provided their information, either through the app or via an alternative system?

No. You are strongly encouraged to provide ways of people registering, but there is no obligation to check they have done so. The only exception to this is if people are coming into a restaurant or café where they will be sitting down to eat or drink where it must be made clear to them that they are required by law to give details.

11. Should people be refused entry if they don't want to give their details?

No, unless it is at a café, restaurant or other place where food or drink is served (excluding the consecrated bread and wine consumed as part of a Communion service). There is no legal obligation to provide details for Test & Trace unless you are entering a restaurant, café, or similar type of hospitality venue. If someone does not wish to give information they may choose to opt out. They should not be barred from worship.

Please note that if anyone does not wish to give their details, government guidance is that although this is voluntary, we should encourage people to share their details in order to support NHS Test and Trace and advise them that this information will only be used where necessary to help stop the spread of COVID-19.

12. Should we have different QR codes for different parts of our buildings?

- In most cases one QR code will be sufficient, although you might want to print multiple copies of the poster so you can have one at each entrance.
- If you are a very large venue where people may visit only one area, such as a visitor centre, hall, or one part of the church, then you may wish to generate a separate QR code for each area. This will help people to check in to a specific location.
- If you have a café or restaurant, or are carrying out any services that provide food and drink for consumption on the premises, you should have a separate NHS QR code for that area plus an alternative system for those who cannot use the QR system, and ensure people register before entering.

13. Should we have someone on duty to tell people about Test & Trace?

It is suggested that for worship someone be available at the entrance to help facilitate the collection of the data, but this is not required. You can leave your building unattended with the poster on display.

14. What to do if the NHS contact you.

Contact tracers will:

- call you from 0300 013 5000
- send you text messages from 'NHStracing'
- 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