

COVID-19 NHS Test & Trace Data

Issue Date	Version	Issued by
16 th July 2021	5	The House of Bishops Recovery Group
Updates from version 4: The text has been updated to reflect the easing of legal restrictions as England enters step 4 of the 'Roadmap out of Lockdown'.		

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](#).

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 or undertake a test, to help stop the spread of the virus

2. Should churches take part in Test & Trace?

From 19th July England is entering step 4 of the Roadmap out of Lockdown, which means that all legal restrictions and requirements are lifted, with the exception of those around self-isolating in certain circumstances, such as after travel from certain countries.

Places of worship were never 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).

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](#). Participating in Test & Trace will help to slow the spread of Covid-19. This encouragement continues to apply in step 4.

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

Those in charge of opening up church buildings (known as the 'venue manager' in government guidance, are advised to continue to display an NHS QR code for people wishing to check in using the app, as this will help to reduce the spread of the virus and protect your visitors, volunteers and staff.

If you display an NHS QR code, you should also have a system to collect (and securely store) names and contact details, for those who ask to check in but who do not have access to a smartphone or who prefer not to use the app.

You can create QR codes specific to your venue on the [dedicated website](#).

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. 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.
- 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.
- The NHS COVID-19 app has a check-in feature which enables 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.
- If people open the NHS Test & Trace app, click ‘check in to venue’ and point the camera at the code it will read it automatically. It does not use any mobile 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, does not use any data, and is safe to leave on all the time.
- 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. Tips on using Test and Trace

- 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
- There is a [dedicated FAQs page](#) on the app which may answer any more questions you have.

6. 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.

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).

7. What about recording consent for children?

- 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.

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

No. Government guidance is that this is voluntary, but 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. The venue manager or the incumbent may decide that they will ask people to register details but this is not legally enforceable for access to places of worship.

9. 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.

10. 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.

11. What to do if the NHS contact you through Test and Trace.

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

12. What is the NHS Covid Pass?

- The NHS Covid Pass is a new initiative being rolled out to particularly help manage attendance at large events. It is not yet something that there is much guidance on, and we would not recommend churches to use it until more information is available.

- The NHS COVID Pass allows people to demonstrate that they are at a lower risk of carrying COVID-19 and transmitting it to others, through vaccination, testing or natural immunity. It can help organisations to reduce the risk of transmission of COVID-19.
- The Government will work with organisations that operate large, crowded settings where people are likely to be in close proximity to others outside their household to encourage the use of the NHS COVID Pass.
- To support businesses, organisations and individuals in these settings, the NHS COVID Pass will be available through the NHS App, the NHS website, or as a letter that can be requested by ringing NHS 119. Visitors will also be able to show text or email confirmation of test results.
- If you use the NHS COVID Pass, you should ensure that you comply with all relevant legal obligations and guidance, including on equalities.
- The Government will publish more guidance on using the NHS Covid Pass shortly.
- Even when using the NHS COVID Pass, it is still important that you follow the rest of the guidance and put measures in place to reduce the risk of COVID-19 spreading at your venue.