

Overview

We all know how important it is to comply with the rules & regulations laid out by the UK government to combat Covid-19. The Track & Trace system has come under a lot of fire for it's stability, accuracy and purpose.

Some people are too wary of using it, some have forgotten about it and some just don't trust the system. One thing we can agree on is that we want to control Covid-19 as quickly as possible so we can enjoy a 'normal' life again. Our factsheet looks at what data is actually being captured, how it's used and why.



1. Downloading

The NHS track & trace application is available on Google Play for Android & the Apple store for iPhones. You should only download the official **NHS Covid-19** track & trace app to your phone. There are some similar apps developed which are disguised as official track & trace apps which could compromise your personal data.



2. App Set Up

The application doesn't request or capture any of your personal data, it uses a series of codes & ID's to communicate with other Bluetooth devices. The app doesn't use your GPS location, cannot check or monitor whether your self isolating or access your phone data, such as contacts



3. Bluetooth

The app can detect when a fellow app user is nearby. When the two phones running and near to each other, they will connect through Bluetooth, meaning both users must have Bluetooth switched on. If the users are close enough and one has tested positive for Covid-19, the other will be alerted through the app soon after.



4. QR Code

Another feature of the app is the QR Code venue check in. When used in venues, such as coffee shops, restaurants and retail outlets the app identifies that your phone has registered that you have been there. If there is an outbreak at that venue, reported at the time you 'checked in' you will be alerted. Again, no personal data is captured by the venue or NHS



What happens if I'm alerted through the app?

Should you receive an alert to inform you that you have been in close contact with someone who has tested positive, been at a venue where an outbreak of Covid-19 has been confirmed, the app will alert you, instructing you to self-isolate.



Follow the latest government guidance for Self Isolation



If you do develop symptoms of Covid-19 and have a test which is positive, you may be contacted by the NHS. Anyone under the age of 18 will always be contacted by telephone. For over 18's you will be asked to sign into the NHS Test & Trace website to enter your personal details.

The NHS will **never** ask for:

- Bank details or any payment—all NHS treatment & services are free to UK citizens
- Any details of other accounts, such as social media
- You to set up a password or PIN over the phone
- You to call a premium rate number such as 09 or 087

