# NHS COVID-19 app Privacy FAQs

The NHS COVID-19 app has been built on a principle of **'Privacy by Design'** meaning your privacy and data security is at the heart of the app.

Find out more about how the app protects your data and privacy.
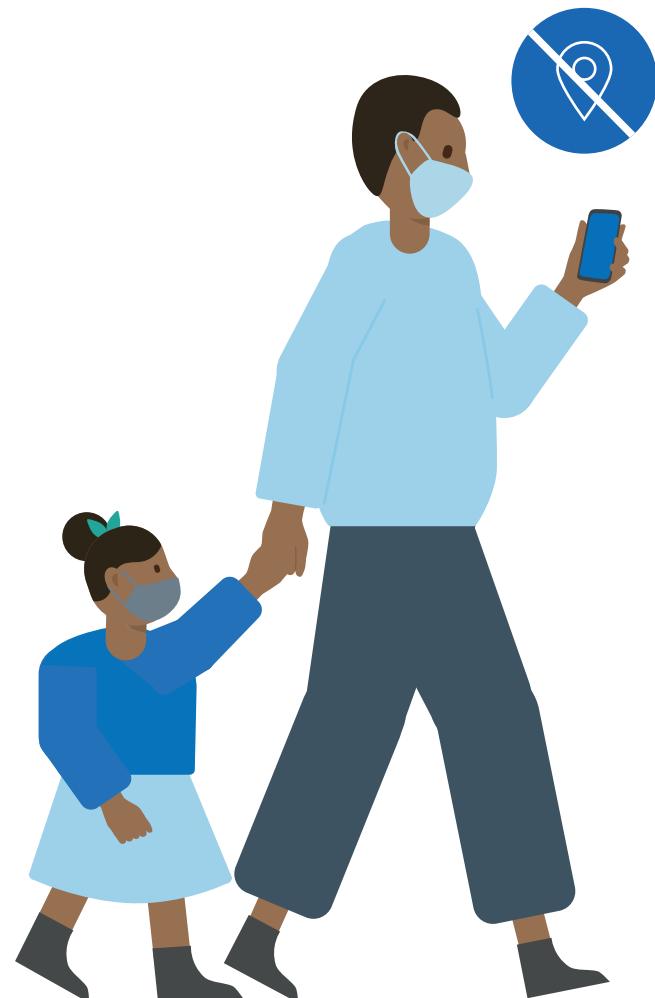
**NHS COVID-19**

GET IT ON **Google Play**

Download on the **App Store**

To find more about the NHS COVID-19 app or to view the Data Protection Impact Assessment (DPIA) visit **www.covid19.nhs.uk**

## What data does the app store collect?

The app collects the following information and holds it on your phone:

- The postcode district you enter when you install the app, this is the first part of your postcode before the space
- The symptom information you enter onto the app

You are able to view all the data held about you and you can delete it at any time.

## How can I be sure my data is safe?

The app has been designed using Google and Apple technology to use as little personal data and information as possible. All the data that could directly identify you is held on your phone and not shared anywhere else. Any data that is provided from the phone will always be made anonymous to prevent us and anyone else from identifying you or others.

The app uses random unique IDs for contact tracing. These codes are shared between other app users' phones and they change every 15 minutes. When shared, these codes will remain on phones for 14 days to cover the incubation period of coronavirus. There is no way for another app user to identify you from this code.

## What data is shared outside the app?

By using the app, analytics data is collected which helps us to learn more about the virus and how we can develop our public health response. For example, we can tell the number of people who have booked tests, through data collected, when you select the option to 'book a test' on the app. By entering symptoms and sharing this information with the app, we can learn more about the locations where symptoms are developing.

All analytics data is anonymous and cannot be linked back to you in any way. By using the app, you will be making an important contribution in supporting the NHS and helping us to win the fight against coronavirus.

## Why does the NHS COVID-19 app ask for my postcode district?

The app only uses your postcode district. This is the first part of your postcode up until the space. For example, "PE12". It will not provide the precise location where you live.

We need your postcode district to help the NHS:

- Learn more about the impact of coronavirus (COVID-19) on the public, communities and local services
- Monitor the effectiveness of the app
- Predict and manage demand on local hospital services
- Provide tailored advice to people and app users living within an area at high risk of coronavirus
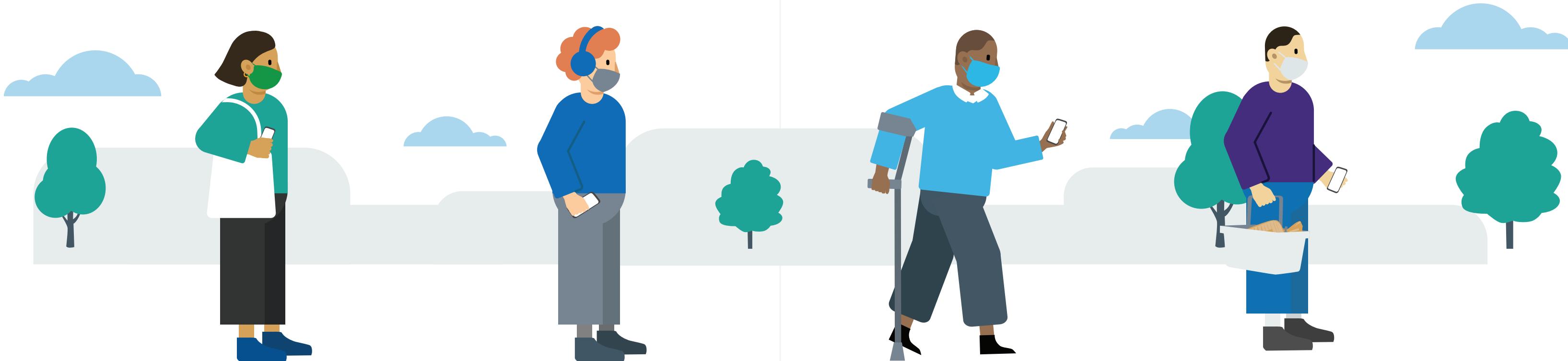
## Can I be identified if I share my data?

The NHS COVID-19 app does not hold any information which could directly identify you, for example your name, address or date of birth and is fully compliant with Data Protection Law.

If you test positive for coronavirus and decide to share this information with the app so others can be alerted, random unique IDs are used as part of the contact tracing technology. No personal data is shared between your phone and anyone else's phone.

Whilst you cannot be identified by data you share or data held on your phone, in some unlikely circumstances, others may be able to work out that you were the person who tested positive for the virus, when they receive an alert. For example, if an app user had only been in contact with you and no one else in the 14 days before receiving the alert. However, this could also happen with contact tracing done by public health services, even if you are not using the app. The app itself cannot share or send any personal information about you, when sending alerts.

## Can I delete the app?

You can delete the app at any time. This will also delete all data stored on the app. If you choose to delete the app, you will no longer receive exposure alerts and notifications.

These alerts let you know if you are at risk of infection of coronavirus.

## How long will my contact tracing data be stored?

The NHS COVID-19 app will keep a log of anonymous contact tracing data for a maximum of 14 days (that is, the maximum length of time that infection with the virus is likely to incubate).

The app automatically deletes contact tracing data and data after this period has expired.

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