

Exeter City Council – Self Isolation Payment Scheme

How we use your personal information

The Government has agreed that individuals who are self-isolating because they have tested positive for COVID-19 or have been in contact with someone who has tested positive, may be entitled to some financial support during their self-isolation period. A one off payment of £500 or access to a discretionary fund will be available to eligible individuals. More information about the scheme can be found [on the gov.uk website](#).

The Department of Health and Social Care has commissioned NHS Test and Trace to provide test and trace data to Exeter City Council. Exeter City Council will obtain data from the NHS Test and Trace Service to confirm that you have either tested positive for COVID-19 or you have been in close contact with someone who has tested positive for COVID-19. As this data is related to your health it is referred to as 'special category data'. We will also use this information to administer and make payments under the scheme.

You or your nominated representative will also provide us with additional personal data in relation to your application for a Self-Isolation Payment.

What is our legal basis?

Where we use personal information to confirm that someone is eligible for a self-isolation payment, the sections of the law that apply are:

- GDPR Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller
- GDPR Article 9(2)(i) – processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of healthcare;
- Data Protection Act 2018 Schedule 1 Part 1 (2) - health or social care purposes

Separately, we have special permission from the Secretary of State for Health and Social Care to use confidential patient information without people's consent for the purposes of diagnosing, recognising trends, controlling and preventing, and monitoring and managing communicable diseases and other risks to public health.

This is known as a 'section 251' approval and includes, for example, using your test results if you test positive for COVID-19 to start the contact-tracing process.

The part of the law that applies here is section 251 of the National Health Service Act 2006 and Regulation 3 of the associated Health Service (Control of Patient Information) Regulations 2002.

You can find more information on this via the [NHS Contact Tracing Privacy Notice](#).

What information will we collect and use about you?

We collect and process the personal data that you provide to us when completing your application for a self-isolation support payment, which may include:

- Full name;
- Full residential address;
- Email address;
- Contact telephone number;
- Proxy applicant details (as above where you may nominate someone else to complete this application on your behalf);
- If you are a student in further or higher education
- Nature of your job, if you work more than 16 hours per week, and why you are unable to work from home
- Employer name, address and contact telephone number;
- Weekly income and how that has been reduced due to self-isolation
- Whether you have capital or savings over £6,000
- Circumstances causing financial hardship
- NHS Test and Trace Account ID (the unique reference you will be given by NHS Test and Trace Service to self-isolate), and the history of interactions with NHS Test and Trace;
- Start and end dates of periods of isolation
- Proof of receipt of one of the qualifying benefits
- If you have appealed or requested a Mandatory Reconsideration against a decision to refuse your welfare benefit claim, or if you have been told you cannot receive welfare benefits because of an immigration status or the 'person from abroad' rules
- Bank account details and proof of bank account e.g. recent bank statement (within the last 3 months);
- Your National Insurance Number;
- Your date of birth
- Proof of self-employment e.g. most recent set of accounts or evidence of self-assessment;
- Trading income and how that has been reduced due to self-isolation
- Number of Test and Trace Payment claims made, outcome of applications and reasons if applications rejected.
- The value of and date payments made and whether via the standard or discretionary scheme, and if clawed back

If you are claiming as the parent or guardian of a child or young person required to isolate, we will also collect and process the following data relating to the child or young person:

- Their name
- Their age
- Their NHS Test and Trace account ID
- Start and end dates of their period of isolation
- The name, address and contact details for their education or care setting
- Their class / group name or number
- The letter instructing them to isolate
- A copy of their Education, Health and Care plan

What we will do with it

We will carry out checks with the NHS Test and Trace Service and the Department for Work and Pensions (DWP), for verification purposes, Her Majesty's Revenue and Customs (HMRC), for tax and National Insurance purposes, and potentially with your employer in validating your application.

If you are claiming as the parent or guardian of a child or young person instructed to isolate, we will also check the information provided with their school or childcare setting. We will check Council records and Department for Work and Pensions records to confirm their residence.

Information relating to your application will also be sent to the DHSC to help understand public health implications, allow us to carry out anti-fraud checks and determine how well the scheme is performing.

We will provide information to HMRC in relation to any payments we make because Self-Isolation Payments are subject to tax and National Insurance contributions. If you are self-employed, you will need to declare the payment on your self-assessment tax return.

We will not share this data with other organisations or individuals outside of Exeter City Council for any other purpose than those stated above.

How long will we keep your information?

We will only keep your personal data for as long as it is needed for the purposes of the COVID-19 emergency, and for audit and payment purposes.

How will we keep your information secure?

We use appropriate technical, organisational and administrative security measures to protect any information we hold in our records from loss, misuse, and unauthorised access, disclosure, alteration and destruction. We have written procedures and policies which are regularly audited, and the audits are reviewed at senior level.

Automated decision making or profiling

No decision will be made about you solely on the basis of automated decision making (where a decision is taken about you using an electronic system without human involvement) which has a significant impact on you.

What are your rights?

You can make a request to access the information we hold about you by making a request to our Data Protection Officer. If at any point you believe the information we hold on you is incorrect you can request to have it corrected or deleted. If you wish to raise a complaint about how we have handled your personal information, you can contact our [Data Protection Officer](#) who will investigate the matter.

If you are not satisfied with our response you can complain to the Information Commissioner's Office.



You can contact our Data Protection Officer as follows:

Email: data.protection@exeter.gov.uk

Tel: 01392 256257

Write to: Data Protection Officer
Executive Support Unit
Exeter City Council
Civic Centre
Exeter EX1 1JN