

Privacy Notice - Vulnerable persons for priority food deliveries

As part of the Government's action plan during the COVID-19 pandemic there has been a focus on ensuring that non-shielded vulnerable individuals in the community are able to access food suppliers, critical medicine and personal support.

This initiative is part of a series of activities aimed at helping non-shielded vulnerable (NSV) individuals secure access to food. This group includes individuals unable to access food as they are self-isolating at home due to exposure to COVID-19 (or suspected exposure in the absence of verification through testing); individual unable to access food as they are following enhanced social distancing. This includes individuals outside the shielded group but with pre-existing health conditions or circumstances which mean they are at increased risk of severe illness from COVID-19; and individuals unable to access food due to COVID-19 impact on food delivery. This group includes disabled individuals and individuals with long-term health conditions (e.g. neurological conditions, mental health issues, physical disabilities, the blind and partially sighted etc.) who rely on food delivery via supermarkets or support networks, which may have been cut off due to increased delivery demand and/or their support network self-isolating / distancing.

This programme is only suitable for individuals who have an email account, have online access and can afford food but are unable to access it as a direct result of COVID-19, and who don't have anyone (friends, family, neighbours or community support) to help them.

The purpose of the supermarket referral scheme is to put non-shielded vulnerable individuals in contact with Tesco plc so they can secure an online delivery slot.

This Privacy Notice sets out how Sefton Metropolitan Borough Council will use your personal data as part of our legal obligations under data protection legislation.

The categories of information that we will collect, process, hold and share for this initiative are:

- First name
- Last name
- E-mail Address
- Contact telephone number
- Address and postcode

Why we collect and use this information

Local residents struggling to access food who contact the Council will follow a triage process to assess their needs and to identify the most appropriate solution. For suitable NSV food vulnerable people we will offer a prioritised supermarket delivery slot.

The information you provide as set out above will be recorded in a secure portal provided by the Department for Environment, Food and Rural Affairs (Defra). Defra will then transfer your personal data to Tesco plc. Tesco plc will then use this data to determine if you are an existing customer and to offer you a priority delivery slot for a food delivery by Tesco plc.

This data is encrypted by Defra and downloaded securely by Tesco plc so they can contact you directly via email or telephone to advise you how to access a Tesco plc prioritised delivery slot, or if necessary, to assist

you with setting-up an account. Tesco plc will let you know if they cannot offer you a prioritised slot for any reason.

Telephone recordings

When you call our Contact Centre on 0345 140 0845, we inform you that your call is being recorded. Our calls are recorded for staff training and quality purposes, all recordings are securely stored for a period of 100 days and then they are automatically deleted by our telephone service provider, 8x8.

Team Managers can manually delete the record of your call should you request it.

The lawful bases on which we use this information

Article 6(1)(f) of the General Data Protection Regulation (EU) 2016/679 gives the Council a lawful basis for processing your personal data where the 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, specifically section 2A and section 7A of the National Health Service Act 2006.

S.2A of the National Health Service Act 2006 sets out the Secretary of State's duty to protect the public. Subsection (1) provides that the Secretary of State 'must take such steps as the Secretary of State considers appropriate for the purpose of protecting the public in England from disease or other dangers to health'. Subsection 2 (g) specifically provides that making available the services of any person or any facilities is a step that may be taken under subsection 1.

S.7A Exercise of Secretary of State's public health functions states:

(1) The Secretary of State may arrange for a body mentioned in subsection (2) to exercise any of the public health functions of the Secretary of State.

(2) Those bodies are—

(a) the Board;

(b) a clinical commissioning group;

(c) a local authority (within the meaning of section 2B),

(d) a combined authority.

Should you disclose any health-related information during the course of your call, the Council will rely on Article 9 (2) (i) of the General Data Protection Regulation which provides the Council with a lawful basis where the processing of this special category data is necessary for reasons of public interest in the area of public health.

Storing this information:

All the data you provide in the course of your call to the Contact Centre is securely captured and stored to meet compliance standards.

Calls are held by 8x8 in a Cloud based secure data centre. Access to the recordings is limited to Managers and Team Managers who have authorised access to the playback software. All call recordings will be disposed of securely after 100 days by 8x8, the provider of the system.

Who we share this information with:

The Council will share your personal data with Defra, who will then share your personal data with Tesco plc. Tesco plc will only be able to use your data to facilitate obtaining a delivery slot. Tesco plc will contact you directly to offer a suitable delivery slot allowing you to receive food required and selected by you.

Defra will share your personal data with the Council if and when necessary for the efficient functioning of the scheme – for example, to ensure accurate reporting, to resolve issues and to ensure all those requesting help are provided with assistance.

A copy of Defra's Privacy Notice can be viewed at the link below:

<https://fooddeliveryreferrals.defra.gov.uk/privacy>

Defra will send this to all citizens who are referred for a priority slot along with the details that have been submitted and a unique transaction code.

How long we will keep your data for?

The retention period for the personal data held in the secure Defra portal is currently a maximum of 18 months from date of the first transfer for both parties. As the service is designed to address an emergency situation the retention period cannot be formally defined at this point in time. Retention criteria are being developed and will be shared and agreed between both parties.

In the absence of agreed criteria neither party shall retain, or process, shared personal data for longer than is necessary to carry out the agreed purposes.

Requesting access to your personal data

Under data protection legislation, you have the right to request access to information that we hold.

To make a request for your personal information, please contact the relevant service area or send your request to: ino.information@sefton.gov.uk

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed and
- right to data portability in certain circumstances
- The right to lodge a complaint with the supervisory authority (the Information Commissioner's Office)

If you wish to make a request for any of the above please submit it via the [Individual's Right Request Form](#).

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Further information

If you would like further information about this privacy notice, please contact Lisa Conway at: contact@sefton.gov.uk

The Council's Data Protection Officer may be contacted at:

ino.information@sefton.gov.uk