



## **Covid-19 Supermarket Referral Scheme Privacy Notice**

### **Purpose of this Privacy Notice**

This privacy notice is to explain and provide you with information about how we will use the information you have shared with us after agreeing to be referred to the Supermarket Referral Scheme being organised by the Department for Environment, Food and Rural Affairs (Defra).

### **Why we are collecting the information we have asked for.**

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. The Supermarket Referral Scheme is part of a series of activities aimed at helping non-shielded vulnerable 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)
- individuals 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
- 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 For example: neurological conditions, mental health issues, physical disabilities, the blind and partially sighted, 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.

### **What information will we collect and how will we use it.**

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

In order to do this, we will collect from you:



- your first and family name;
- address;
- post code;
- home telephone number;
- mobile telephone number;
- email address.

### **The scheme is run by Defra.**

If you are eligible and we have received your consent to do so, we then give your information to Defra in accordance with this privacy notice.

The personal information you have provided will then be shared by Defra with the supermarket company you have agreed to be referred to via a secure encrypted download.

- The supermarket company will use this data to determine if you are an existing customer and if they can determine whether they are able to offer you a priority delivery slot for a food delivery.
- If you are not an existing customer, you will be asked to create an account with them in order to be allocated a delivery slot.
- The supermarket company will contact you directly by email or telephone to explain the process for allocating you a priority delivery slot or to assist you with setting-up an account.
- The supermarket company will let you know directly if they cannot offer you a prioritised delivery slot for any reason. They will tell Defra if they cannot offer you a delivery slot and the reasons why. This information will then be passed back to St Helens Borough Council as well as details about the successful matching of delivery slots to St Helens Borough residents.

### **Who do we share your information with?**

For the purposes of the Supermarket Referral Scheme we will only share your personal information with Defra. Defra, in turn, will share the information required for you to benefit from the Supermarket Referral Scheme with the supermarket company you have agreed to be referred to.

It is important that you read the next paragraph carefully in order to understand your continued data protection rights.



St Helens Borough Council is agreeing to pass on the personal data you have provided in order for you to benefit from the Supermarket Referral Scheme run by Defra and because you have agreed for the Council to share your personal information with them.

With this Privacy Notice you will also receive Defra's Privacy Notice regarding the Supermarket Referral Scheme. You are advised to read both notices carefully, so you are fully aware of how your personal data is being used and for what purposes.

St Helens Borough Council does not have control of your information subsequently held by the supermarket of your choice. If you are asked to create a new customer account by the supermarket company in order to benefit from the Supermarket Referral Scheme and because you are not an existing customer or account holder of that company, you are strongly advised to read the company's Privacy Notice and Data Protection Policy very carefully to understand how they will use your personal information.

It is your responsibility to access and set any marketing, cookie and security preferences with the supermarket company.

## **What will happen if I don't provide the data?**

You will not be able to access the delivery slots reserved for non-shielding vulnerable individuals. We will discuss this situation with you and provide alternative assistance.

## **What is the lawful basis for processing personal data?**

The legal basis for processing your data for the purposes of the Supermarket Referral Scheme run by Defra is that you have given your **consent** to do this.

- Article 6(1)(d) GDPR - Processing is necessary in order to protect the vital interests of the data subject or another natural person.

## **Storing your information and how long we will keep your data for?**

We will only keep your information for as long as it necessary, considering Government advice and the on-going risk presented by Coronavirus.



As a minimum the information outlined in this privacy notice will be kept for the duration of the COVID-19 response. Where possible we will anonymise your personal data so that you cannot be identified. When the information is no longer needed for this purpose, it will be securely deleted.

## **Will my data be used for automated decision-making or profiling?**

The scheme does not require, nor will it use automated decision making or profiling.

## **Will my data be transferred outside of the UK / EEA?**

The data you provide will not be transferred outside of the UK / EEA.

## **Your rights**

A list of your rights under the General Data Protection Regulation, and the Data Protection Act 2018 (DPA 2018), can be found on the [Information Commissioner's Office \(ICO\) website](#)

## **Changes to this privacy notice**

We will keep this privacy notice under regular review and if we make any changes, we will publish the updated version on our website or directly to you by email.

## **Further information**

The Information Commissioner's Office has published its own [frequently asked questions](#) on data handling during the pandemic. If you would like further information about how we manage your data, please see the [St Helens Borough Council privacy notice](#).

If you have any concerns, have additional questions or wish to make a complaint about how St Helens Borough Council has handled your personal data, please contact the Data Protection Officer at [dataprotection@sthelens.gov.uk](mailto:dataprotection@sthelens.gov.uk).

The Data Protection Officer is responsible for giving independent advice and monitors the St Helens Borough Council's use of personal information.