



Covid-19 Supermarket Referral Scheme Privacy Notice

We take your privacy seriously and will only use your personal information for the purpose(s) listed in section 2 below. This notice provides details of how the Council collects and uses information (data) about you.

We will keep your information (data) secure at all times.

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).

1. Who we are.

a) The Controller for the information we hold is Wakefield Council.

b) The Council's Data Protection Officer is the Corporate Information Governance Team Manager: Contact details:

Telephone: 01924 306112

Email: dpo@wakefield.gov.uk

2. How we use your data:

(a) 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.

(b) 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 and if you are eligible, and you have said we can, we will 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 Wakefield Council as well as details about the successful matching of delivery slots to Wakefield residents.

(c) 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.

Wakefield 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. Wakefield 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.

(d) 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.

3. What authority does the Council have to collect and use this information?

Wakefield Council is reliant on (Article 6(1)(e) of the General Data Protection Regulation (GDPR) as a legal basis for processing:

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

There is no special category Data being shared.

4. Storing your information and how long we will keep your data for?

We will only keep your information for as long as it is 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.

5. Your rights and your personal data

Under the GDPR you have the following rights:

Right of Access

You have a right of access to the personal information that the Council holds about you, and/or the right to be given a copy of the data undergoing processing.

Right to Rectification

You have the right to request that the Council corrects any personal data if it is found to be inaccurate, incomplete or out of date.

Right to Erasure

In certain circumstances, you may have the right to request your personal data is erased.

Right to Restriction of Processing

You have the right, where there is a dispute in relation to accuracy or lawfulness of processing of your personal data, to request that a restriction is placed on further processing.

Right to Portability

You have the right to request the Council provide you with your personal data and where possible, to transmit that data directly to another data controller. However, this only applies to data that you have provided to us and not to all the information that the Council holds about you.

Right to Object to Processing

In certain circumstances, you may have a right to object to the processing of your personal data.

Automated Decision Making

This scheme does not require automated decision making or profiling.

Right of Complaint

You have a right to lodge a complaint with the Information Commissioner, please find contact details below.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

To exercise any of your rights, you should contact the Data Controller's representative as shown in section 1b.

6. Transfer of data outside the EU

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

8. Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new Privacy Notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.