

NHS Test and Trace

Recommendations for securing your data

JUNE 2020

The NHS Test and Trace service went live in England on 28 May 2020. It aims to test and trace Covid-19 cases, to help control the spread of the virus.

Sadly, fraudsters are already looking to take advantage of this process. Criminals are pretending to be from the NHS Test and Trace service, contacting unsuspecting members of the public to con them into handing over personal details, with a view to using those details for fraudulent purposes.

Let's take the confusion and worry out of the situation by understanding how the contact system should work. This will assist us in identifying those who might be seeking to take advantage of us.

The simple premise of NHS Test and Trace

- The service ensures that anyone who develops symptoms of Covid-19 can be tested quickly.
- NHS Test and Trace also targets asymptomatic testing of NHS and social care staff and care home residents.
- The service helps trace close recent contacts of anyone who tests positive for Covid-19.

NHS Test and Trace will ONLY contact you if

- You have taken a test.
- You have been in possible close contact with someone who has tested positive for Covid-19.

If you have taken a test:

- You will be alerted of the results by one of the following means:
 - Text
 - Email
 - Phone
- Calls and texts will only come from this verified NHS number: 0300 013 5000.

- If you have tested positive, you will be given a unique ID number to login at <https://contact-tracing.phe.gov.uk> and will be guided through the process.



This Is The Only Official Web Address.

It is recommended that you double-check the address bar once you have been redirected to that site.

- Once you've logged in using your ID, you'll be asked to enter some basic information about yourself including:
 - Name
 - Date of birth
 - Address
 - Names of the people you live with
 - Places you've recently visited
 - Names and contact details of people you were in touch with 48 hours before you developed symptoms



You will not be asked to share this information over a call or text – if you are, the person contacting you is likely a scammer.



If you get a call about testing positive for Covid-19 but you haven't taken a test in the past week (or have never taken a test) the person is likely a scammer.

- If you are unable to communicate via the website, a trained call handler will talk you through the process.
- If you are under 18, you will receive a phone call and a parent or guardian will be asked to give permission for the call to continue.



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If you have been in possible close contact with someone who has tested positive for Covid-19:

- You will be alerted by one of the following means:
 - Text
 - Email
 - Phone
- Calls and texts will only come from this verified NHS number: 0300 013 5000.

Contact tracers WILL NOT:

- **Ask you** to dial a premium rate number (e.g. those starting with 09 or 087).
- **Ask you** to make any payments or purchases.
- **Ask for** any details about your bank account.
- **Ask for** any log-in details / passwords / pins or those of your contacts.
- **Provide** medical advice on treatment of potential covid-19 symptoms.
- **Ask you** to access any website that does not belong to the government of the NHS.
- **Ask you** to download any software to your pc or ask you to hand over control of your pc, smartphone or tablet to anyone else (e.g. By 'remote viewing' or otherwise).

What if I think I've given my details away to a scammer?

- If you've given away payment or bank details, let your bank know as soon as possible.
- If you've shared other personal details, watch for unexpected bills or invoices and check for any new accounts that might have been opened in your name.
- Contact Action Fraud on 0300 123 2040.

What about the App?

- A smartphone App that automatically alerts people if they have been in contact with someone with Covid-19 is still being trialled on the Isle of Wight.
- It is not currently available for the general population.

Avoid downloading any Apps that claim they are contact tracing.

