

Privacy Notice: Covid-19 Supermarket Referral Scheme

This privacy notice explains how South Gloucestershire Council (as the Data Controller) will collect, use and protect 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).

Your Privacy Information

Please read this in conjunction with the Council's general Privacy Information that can be found here: <http://www.southglos.gov.uk/privacy>

Your Information

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 specifically collect your:

- Name
- Address
- Email address
- Telephone number

The scheme is run by Defra.

If you are eligible, 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 South Gloucestershire Council as well as details about the successful matching of delivery slots to South Gloucestershire residents.

This information may then be used anonymously by South Gloucestershire Council for reporting and future service improvement purposes.

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How we'll use your information

South Gloucestershire Council (SGC) 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.

SGC 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.

Who we can 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.

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.

How long we'll keep your information

We will only keep your information for as long as it necessary, taking into account 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.

Transferring your information overseas

Your information is not transferred and stored in countries outside the UK and the European Economic Area (EEA) for the provision of this service.

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Your rights

You have a number of rights relating to your information e.g. to see what we hold, to ask us to share it with another party, ask us to update incorrect or incomplete details, to object to or restrict processing of it or to make a complaint about how we are handling it. If you have given us your permission to use your information you also have the right to withdraw that permission at any time in the future.

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at DPO@southglos.gov.uk or write to us at Data Protection Officer, PO Box 1953, The Council Offices, Badminton Road, Bristol, BS37 0DB and we will be pleased to help you.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) via their [contact page](#) or call them on 0303 123 1113.