Contact Track and Trace – Being contacted by NHS Scotland

NHS Scotland will only ask the University Chaplaincy for contact detail data where it is necessary, either because someone who has tested positive for COVID-19 has listed the Chaplaincy/Chapel as a place they visited during the infectious period of the illness, or because one or the other has been identified as the location of a potential local outbreak of COVID-19.

The NHS Test and Protect service has a number of mechanisms in place to reassure people contact tracers are legitimate, including call back options, visible numbers, and specific location and date information. Test and Protect delivery partners, such as local authority Environmental Health Officers, may also contact the establishment to request the data when undertaking their statutory duties, e.g. investigating a localised outbreak.

Contact tracers will NEVER:

- Ask you to dial a premium rate number to speak to them.
- Ask you to make any form of payment, including a charitable donation.
- Ask for any details about your medical history that are unrelated to COVID-19
- Ask for any details about your bank account.
- Ask for your social media identities or login details, or those of your contacts.
- Ask you for passwords or PINs, or ask you to set up any passwords or PINs on the phone.
- Ask you to purchase a product or attempt to sell you anything.
- Ask you to download any software to your device or ask you to hand over control of your PC, smartphone or tablet.

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