

How we use your personal data for The National Vaccination Scheduling Service (NVSS)

We have created this page to ensure we are fully open and transparent with you when using your data, and to ensure you know what are your rights about your data.

More information can be found [here](#).

If you need help

If you are having difficulties understanding what this document says, you should talk to your parent, guardian or an adult you trust. You can also call the dedicated free **COVID-19 helpline on 0808 196 8565**.



Who are we?

We are [The Scottish Government](#) and [NHS Scotland](#). We are responsible for the personal data for your Covid Vaccine.

You can find more about the areas of the Government and the NHS that are involved [here](#).

The NVSS Portal

The NVSS portal is an easy to use way to see your vaccination record. It gives key details about YOUR vaccination. If you are over the age of 16, you can register or access this [here](#). You will be asked to provide and create:



- Your username (on your first vaccination appointment letter) and a password.
- Your contactable phone number

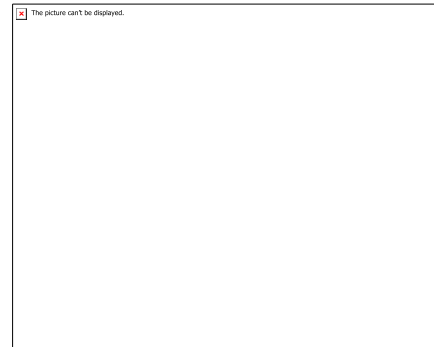
You can use the Covid-19 Status Portal for:

- Registering for the vaccine
- Scheduling your Covid Vaccination
- Requesting/viewing your COVID status certificate

If you are aged under 16 you cannot register for the portal online but instead through our **dedicated helpline on 0808 196 8565**.

What personal information are we using?

- Your name, gender, age, date of birth and address
- Your unique NHS Scotland CHI number
- Your contactable phone number, and e-mail address (depending on your communications preference)
- Your unique account username, and password you create.
- The vaccine you received (eg. Name, dose, dates), and any recovery information (if you are recovering from a Covid infection).



You can read more about the data we collect, use, store and share across the NHS [here](#).

What is a Covid Certificate and where can it be requested:

The Covid Certificate is a record of your COVID-19 vaccinations, which you can use for International Travel. You can either request this in paper form through the helpline on **0808 196 8565** or through your NVSS Portal for a Certificate in PDF format.

The data in the certificate is about you and includes the Vaccinations you have had, location of vaccine, batch number and your full name and address.

To protect your identity, we use unique QR codes that can be scanned at international borders.



QR codes can be found on your paper certificate.

The QR codes can be scanned with the NHS Scotland Covid Check app, so the person checking your COVID Status can see if you have been vaccinated or if you are exempt.

QR codes don't show your address, only your name and information about your COVID vaccines.



Is this Legal?

Yes, it is.

We have a legal obligation to protect the health of the people in Scotland with the COVID-19 vaccines playing a key role in helping us do this.



When you register for your vaccine, the law requires us to ask for your permission to use your email and your contactable phone number.

We also need this permission if you want us to send you information about your vaccination appointments via email or SMS.

We are also allowed to use information about the number of vaccines given in Scotland and other anonymous statistics for public understanding. These statistics are always provided in non-patient identifiable form. If you want to learn more about specific legal grounds for us to use these data, you can find full details [here](#).

If you want to find out more about our legal grounds, please follow this [link](#).

Who else helps us?

We also share information about you with some organisations who are helping us roll out the COVID-19 vaccinations.

We use companies like Amazon Web Services (AWS) and Microsoft Azure to provide IT systems that we use to coordinate and manage vaccinations and the NVSS Portal.

We also use Royal Mail to send communications to you, such as your vaccination appointment letters and Covid Certificate. We use Gov.UK Notify, a UK Government service, to send you emails and text messages about your vaccination appointment, but only if you have given us your permission.



If you are travelling abroad, you will have to share your data with border control agencies. When you do this, they become the custodians of your data which you have supplied. The same also applies to any venues you show you Covid Certification to.

To provide your certification, your information is always Controlled by the Scottish Government and NHS Scotland. These companies will never use your data or hold

your data for any other reason than to support public organisation functions. You can find more information [here](#).

How long do we keep your information?

We don't keep your personal data for any longer than we need to. Most of the data about you and your vaccination record will be kept for your lifetime within your health record and for 3 years after death.



UK Notify will keep any SMS or email sent to you between 72 hours and 7 days, before it is deleted permanently. You can find more information about this [here](#).

How do we look after your information?

We have experts in the Scottish Government and NHS Scotland that help us make sure the information we hold about you is secure and protected.

The [Information Commissioners Office](#) (ICO) have been assured on how we use your data (The UK wide independent regulator that ensure personal information is only used according to the law), helping us ensure that our systems and processes are secure and abide by the law.

Where does my information go?

Your personal information for you COVID-19 vaccination status stays In the European Union. The EU follows strict Data Protection rules under EU GDPR, the same as our own UK GDPR.

Your health record will never leave your GP, Health Board or Scotland.

When we process your picture when first using the App, we do so through a company called Jumio. If their service does not recognise the user in the first instance, a real human will check to ensure it is the correct person. More information on this process can be found [here](#).

If you have a paper version of your Vaccination Certificate, whoever you hand this over to will own that data. **Please be careful who you share this information with.**

What rights do you have?

You have [rights you can exercise around your personal information](#), which we need to comply with. The UK wide regulator, the ICO, keep in regular contact to ensure your data is being used the right and lawful way.

At the moment if you are over the age of 16 and want to Re-schedule your vaccination appointment, or see your Vaccination Certificate, you can do so by logging on to the Covid-19 Status Portal using your unique Username (which can be found on your first vaccination appointment letter or by using the reminder option) and the password you created. You can also call the dedicated free helpline on 0808 196 8565.



If you are under 16, you can call yourself, or ask a parent or guardian to do so for you.

[Further information about your data protection rights and how to exercise them.](#)

If you have any questions or concerns about your rights, remember that you should discuss these with your parent or guardian or an adult you trust. [You can also contact the ICO.](#)

For more details of your rights, please visit the main Privacy Notice, found on the [NHS Inform website.](#)

Changes to this Privacy Notice

If we change the way **we** use your personal information, we will update this document and you will be able to see it anytime on the NHS Inform website.

You can also read more about [transparency and ethics](#) within the COVID-19 Vaccination.



Glossary

You can find some definitions of terms used in this privacy notice at the bottom of this web page: [How we use your data to support the coronavirus vaccination programme | The coronavirus \(COVID-19\) vaccine \(nhsinform.scot\)](#)