

Privacy statement

You are an Isle of Man resident expressing an interest in receiving a COVID-19 vaccination and then booking that vaccination. This statement is designed to help you understand how your personal data is processed by the 111 team and why.

Personal data is data which relates to you when you can be identified from that data or from that data when combined with other information which is in the possession of or is likely to come into the possession of the 111 team. The definition of personal data includes any expression of opinion about you and any indication of the intentions of the 111 team or any other person in respect of you.

If you feel that for any reason you might not understand what information we might ask you for, why we need it and what we might do with it, please contact the 111 team and select Option Two. The team will be happy to discuss this document with you in person.

What personal data is processed and how is it used?

When you phone the 111 team, you will be asked for your full name (your forenames and surname) as well as your date of birth. This is to enable the team to create a unique record for you within the CRM system that is used to hold information about the fact that you wish to receive the vaccination and subsequently the vaccination appointments you have booked.

Please note that you will only be able to book an appointment for yourself.

You will be given the option to provide a landline phone number or a mobile number so as contact can be made with you when a vaccine becomes available. This number will also be used if you need to be subsequently contacted about your appointment or the 111 team need to make contact with you if you did not attend an appointment.

When you initially phone the 111 team to express an interest in receiving the vaccine, the time of your call will be recorded. This will be used to prioritise contact with you when a vaccine becomes available as appointments will be offered on a 'first come, first served' basis to those who have expressed an interest.

When the 111 team make contact with you to book your appointments, you will normally be given the option to provide a residential address or an email address which will be used to provide you with confirmation of your appointments. You will be required to provide your residential address if you cannot attend the vaccination site and a vaccination in your home needs to be arranged.

Your appointment dates and the location of your appointment will be retained within the CRM as will the fact that you have received the two vaccinations required. This collection of data will be treated as part of your health data for the time that it is retained within the CRM system and the strictest standards of confidentiality will be applied to it.

Where is the data stored?

All data will be held within the CRM system which is owned by the Cabinet Office of the Isle of Man Government and which is hosted on servers located in the Isle of Man.

Who can see the information?

Your personal data will be accessible to the 111 team and to the vaccinator who is administering the vaccine to you. The vaccinator will only be able to see the information that is required to verify your appointment and to update your record on the CRM system. If you cannot attend the vaccination site and you need to have a vaccination at home, the vaccinator will be able to see your contact information and your residential address in order that they can attend to provide you with the vaccine.

Will your data be used for marketing purposes?

Your data will not be used for marketing purposes nor will your data be provided to any third party so that they can market their products or services to you.

How long is the data kept for?

Personal data will be deleted from the CRM system within 48 hours of your record being updated to reflect that you have received both vaccinations. Some anonymised data will be retained to assist with statistical reporting.

Your rights

If you wish to see the data processed about you by the 111 team, please contact the Cabinet Office Data Protection Officer on;

Data Protection Officer

Cabinet Office

Government Offices

Bucks Road

Douglas

IM1 3PN

Email: DPO-CabOff@gov.im

Phone: +44 1624 686779

You have additional rights under the Isle of Man's data protection legislation such as the right to rectification of incomplete data, the right to object and the right of erasure of data.

If you wish to exercise those rights, or if you wish to make a complaint about how your data has been processed, please contact the Cabinet Office Data Protection Officer the details above.

You also have the right to request the Information Commissioner undertake an assessment as to whether the processing of your personal data has been carried out in accordance with the provisions of the Data Protection Act 2018. You can contact the Information Commissioner on 01624 693260 or by emailing ask@inforights.im.

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