

# NHS COVID-19 app factsheet

The NHS COVID-19 app is a fast and simple way to protect your family, friends and local community from coronavirus.

30m

Over 30m people have downloaded the NHS COVID-19 app and checked in to venues over 260m times, helping break the chains of transmission.



The NHS COVID-19 app uses the latest Google and Apple technology to identify an individual's exposure risk. The app achieves "excellent" performance in accordance with international definitions.



The NHS COVID-19 app uses Bluetooth Low Energy to assess the distance over time between people who have downloaded the app in a privacy preserving manner.

## How can I download the app?



To download the NHS COVID-19 app, search for "NHSCOVID-19" in the App Store / Google Play Store on your phone.



## How it works – an overview



Contact tracing

- When you have been in close contact with someone who has tested positive for coronavirus, the app uses a sophisticated **algorithm** to work out the risk to you and determine whether you should be sent an alert.
- It does this by assessing the distance, over time, between you and the person testing positive, along with the likely infectiousness of that person on the day you met.
- If your encounters with this person are 'scored' higher than the risk threshold, it means you are at high risk and the app will provide you with the latest guidance.



Phones 'shout' to other phones every 3.5 min

Once the NHS COVID-19 app has been downloaded, it should be left to run on your phone whether you are at work or outside. This is the best way to ensure you can protect family, friends, colleagues and communities at all times including in COVID-secure environments.

The app is privacy-protecting and all users are anonymous. The app doesn't know who you are or where you have been, so it can't send your name or number to anyone.

The NHS COVID-19 app is compatible with the contact tracing apps in **Scotland, Northern Ireland, Jersey and Gibraltar**. This means it is able to send an alert if it detects that you have been in 'close contact' with someone who has tested positive for COVID-19 and shared their result using the Protect Scotland, StopCovid NI, Jersey COVID alert or Beat COVID Gibraltar apps.



For more information on the NHS COVID-19 app, visit <https://covid19.nhs.uk/>

## FAQs

### How effective is the NHS COVID-19 app?

The app has a range of features including risk alerts by postcode district and a symptom checker. The app has been rigorously tested and we have worked closely with Google and Apple; scientists within The Alan Turing Institute and Oxford University; medical experts; privacy groups; at-risk communities, and teams in countries across the world, who are using similar apps, to bring a state-of-the-art contact tracing product to market that is safe, simple to use and secure.

### Will the app drain my battery?

The app uses "Bluetooth Low Energy" and will have minimal impact on your mobile phone battery, especially if you normally have Bluetooth enabled.

### What data does the app collect?

The app collects the following information and holds it on your phone:

- The postcode district you enter when you install the app, this is the first part of your postcode before the space
- The symptom information you enter onto the app

You are able to view all the data held on your phone and you can delete it at any time.

### How can I be sure my data is safe?

The app has been designed using Google and Apple technology to use as little personal data and information as possible. Data stored on the app is held on your phone and not shared anywhere else. Any data that is provided from the phone will always be made anonymous to prevent us and anyone else from identifying you or others.

The app uses random unique IDs for contact tracing. These codes are shared between other app users' phones and they change every 15 minutes. When shared, these codes will remain on phones for 14 days to cover the incubation period of coronavirus. There is no way for another app user to identify you from this code.

