

# NHS COVID-19 app – the facts

The NHS COVID-19 app is the fastest way to find out if you may have come into contact with coronavirus. The sooner you know, the quicker you can self isolate and protect the ones you love.

The app has a number of tools to protect you, including contact tracing, local area alerts and venue check-in.



## Facts versus fiction

### The app does:

- ✓ quickly identify if you're at risk from COVID-19
- ✓ help you protect your loved ones
- ✓ work as part of the wider Test and Trace programme in England and the NHS Wales Test Trace Protect programme in Wales
- ✓ provide a timer to help you self-isolate without guess work
- ✓ help you identify symptoms accurately

### The app doesn't:

- ✗ ask for personal information that can be used to identify you
- ✗ track your location
- ✗ send your data to anywhere else
- ✗ drain your battery – it uses low energy Bluetooth

## Covid Secure businesses and the app



We recognise that many businesses have gone above and beyond on being Covid Secure. Although this reduces the risk of spreading the virus, it doesn't eliminate it.

### Pausing the app



Everyone is encouraged to download the NHS COVID-19 app to help fight coronavirus and protect lives. However, there are circumstances where it may produce unnecessary alerts because of the way the technology works not taking into account your surroundings.

We advise that you pause the contact tracing function if:

1. your phone is being stored in a locker or communal area, for example while working or taking part in a leisure activity like swimming
2. you're working behind a Perspex (or equivalent) screen and are fully protected from other people
3. you're a healthcare worker working in a healthcare building such as a hospital or GP surgery
4. you're a worker in social care and are wearing medical grade PPE such as a surgical mask

Unless one of the above four scenarios does not apply to you, we recommend you not pausing the app at any time.

Learn more at [www.covid19.nhs.uk](http://www.covid19.nhs.uk) or [www.covid19.nhs.uk/introducing-the-app-welsh.html](http://www.covid19.nhs.uk/introducing-the-app-welsh.html)  
The NHS COVID-19 app is available to download in England and Wales

