

# If the NHS contact you



- > **This advice document explains how the NHS will contact us should they wish to receive any of the data and how to be sure that you are giving it to the right people.**

**If you are contacted by NHS Test and Trace Contact tracers will:**

- call you from 0300 013 5000
- send you text messages from 'NHStracing'
- ask you to sign into the NHS Test and Trace contact-tracing website

- > **CONTACT TRACERS WILL NEVER:**

- ask you to dial a premium rate number to speak to them (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product or any kind
- 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 any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- disclose any of your personal or medical information to your contacts
- ask about protected characteristics that are irrelevant to the needs of test and trace
- provide medical advice on the treatment of any potential coronavirus symptoms
- ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

**St Margaret's Church**  
High Street  
Rainham, Kent  
ME8 8AN  
t: 01634 362023

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