**Mobile and Broadband Enhancements for NHS staff**

Most mobile data and broadband providers are supporting NHS frontline staff by keeping them connected using their personal devices and internet while they care for patients and respond to the coronavirus (Covid-19) pandemic.

To see more about the current offers and eligibility criteria visit the Personal Data and Broadband Enhancements for NHS Workers website

<https://www.nhsbsa.nhs.uk/personal-mobile-data-and-broadband-enhancements-nhs-staff>

If you feel you meet the criteria and would benefit from enhanced connectivity please complete the form below and submit to [Abigail.Combes@nhs.net](mailto:Abigail.Combes@nhs.net) who is triaging and processing the request on behalf of NHS Vale of York CCG Executive Director with responsibility for HR (Michelle Carrington).

**Triage Process**

Please note that NHS Vale of York CCG will process requests on behalf of primary care colleagues as well as CCG staff however the request will have to set out the role that the individual applying has in responding to the Covid-19 pandemic. If no role can be described which is related to Covid-19 it may be that your request will be rejected for submission and you will be notified of this and invited to submit additional information on one occasion.

**Next Steps**

Once the form has been accepted, your request will be submitted by the CCG to the [data.help@nhs.net](mailto:data.help@nhs.net) who will then arrange for this to be sent to providers. The provider will then contact you directly with details of whether they are accepting the referral and how they will set this request up.

**Privacy Notice**

How your personal data will be used.

To claim this offer you'll need to provide some personal data.

The data will be used by your network provider to apply the changes to your plan in line with the offer.

If you are not the account holder, you will need permission from the named account holder.

If the account holder has opted out of marketing contact, they can make direct contact with their network provider about the enhancements.

For mobile offers, you'll need to provide:

* name
* network / broadband provider
* mobile phone number
* account holder name

For broadband offers, you'll need to provide:

* name
* network / broadband provider
* address
* postcode
* mobile phone number
* account telephone number
* account holder name

Privacy statement

By requesting an enhancement or improvement to your personal mobile and / or broadband account, you consent to share the required data (as set out in the list above) via your employer (or NHS body triaging on your behalf).

If you are not the primary account holder, you will be asked to provide the name of the person who is the primary account holder in addition to other data related to the account.

In the first instance, this data will be shared with the NHS Business Services Authority (who act on behalf of the Department of Health and Social Care). This data will then be collated and shared with the telecommunications service provider (or “telco provider”) which you have identified as being your provider.

Upon receipt of your data, the telecommunications service provider will act independently as a data controller for validation purposes, and where validation is confirmed, the telecommunications service provider will then fulfil their commitment to offering you options to enhance or improve your personal mobile and/or broadband account. This may mean that your telecommunications service provider will contact you (or the primary account holder, if that is not you) directly via text, email or phone.

In the case of errors in the data or the processing, all bodies within this process reserve the right to contact you directly in order to resolve this.

These offers will be provided for the duration of the COVID-19 outbreak, and this duration period shall be determined by NHSX and DCMS in conjunction with the telecommunications service providers.

Upon such time when any of these enhancements or improvements are due to end, your telecommunications service provider will contact you with reasonable notice via text, email or phone to let you know when the unlimited data will stop and/or when a period will end in respect of any enhancements to your personal broadband account.

The telecommunications service provider may ask you if you wish to discuss further options in respect of those enhancements or improvements.

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| --- | --- | --- |
| Date of request | |  |
| Name of the employing NHS organisation | |  |
| Name of NHS worker | |  |
| Mobile Number | |  |
| Role of key worker | |  |
| What is being requested? | |  |
| Mobile Numberduplicated above | |  |
| Network Provider | |  |
| Account holder name | |  |
| Requestor name (if different from account holder) | |  |
| Account holder telephone number | |  |
| Household address | |  |
| Reason for the request | |  |
| **Please note by completing and submitting this form you are giving consent to pass on your details to** [**data.help@nhs.net**](mailto:data.help@nhs.net) | | |
| **CCG use only:** | |  |
| Approved: | yes / no | Approved by: |
| Reason for not being approved: | |  |