



22 September 2020

## An important message from Doctor Liz Robin

### Director of Public Health for Cambridgeshire County Council

As Director of Public Health for Cambridgeshire, I am writing to you at this extraordinary time to ask you to ensure that you are keeping a proper record of staff, customers and visitors who visit your venue.

**IT IS NOW MANDATORY** for venues such as yours to keep these records for Test and Trace purposes, should they be needed. **BY NOT DOING SO, YOU RISK A FINE.**

We cannot be complacent and the challenge to prevent the spread of the virus is now more important than ever.

We have so far avoided a local lockdown, but we can only do this if people follow the guidance and take sensible steps to keep themselves and their loved ones, staff and customers safe.

**So, I am urging you to support the NHS Test and Trace programme and keep a record of anyone who visits your venue – customers, staff and visitors – for 21 days from the date of a person's visit, until further notice.**

If any of your customers test positive for COVID-19 it will be important to identify all their contacts. National Test and Trace will find out about any household contacts and advise them to self-isolate. However, if any of your customers were in contact with a positive person who they did not know, the only way of identifying them would be through your records of customers detailing dates and times. By keeping these records, you could prevent the spread of the infection.

I would also advise that you are proactive in seeking this information and not simply relying on people providing their information without encouragement. That way, the Test and Trace service will be more successful in identifying close contacts of people who have been infected.

**In addition, the new NHS COVID-19 app launches on 24 September** which will automatically record customer attendance at your premises when they scan a QR code, saving you and your staff the hassle of keeping records and allowing you to focus fully on your business. **You are required by law to display a QR code poster at your venue.**

Please download a poster ([www.gov.uk/create-coronavirus-qr-poster](https://www.gov.uk/create-coronavirus-qr-poster)) featuring a unique QR code for your premises and display it in advance of the public rollout of the new app. I have also included with this letter a handy 'how to guide' which explains how to do this. Visitors will be able to check-in with the QR code when they arrive, making an easy and convenient way for your business to ensure legal compliance with Test and Trace and GDPR obligations.

NHS Test and Trace will contact you if any of your customers test positive for COVID-19 for your support in identifying all their contacts.

**You can find lots of helpful information, including what information to collect and how records should be maintained at [www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace](https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace)**

In addition, the Government has announced that hospitality venues such as pubs and restaurants **now face a fine of £1,000, or up to £4,000 for repeat offences**, if they fail to limit bookings to a maximum of 6 people and for failing to maintain social distancing. **Please make sure you are considering the safety of your customers when making bookings.**

We would like to avoid at all costs a situation where a Cambridgeshire business is forced to close due to a significant outbreak, or an area of the county has local lockdown arrangements re-imposed as we have seen happen elsewhere.

You can help us to avoid further disruption to all our lives by working with NHS Test and Trace to reduce transmission of the virus.

Kind regards

Dr Liz Robin  
Director of Public Health for Cambridgeshire and Peterborough

## Information to collect

The following information should be collected by the venue:

### Staff

- ☒ The names of staff who work at the premises
- ☒ A contact phone number for each member of staff
- ☒ The dates and times that staff are at work

### Customers and Visitors

- ☒ The name of the customer or visitor. If there is more than one person, then you can record the name of the 'lead member' of the group and the number of people in the group
- ☒ A contact phone number for each customer or visitor, or for the lead member of a group of people
- ☒ Date of visit, arrival time and, where possible, departure time
- ☒ If a customer will interact with only one member of staff (e.g. a hairdresser), the name of the assigned staff member should be recorded alongside the name of the customer

## How do I collect the required information?

The information required above constitutes personal data under General Data Protection Regulations (GDPR) and therefore must not be used or shared for any reason other than that for which the person consents - in this case NHS Test and Trace. As such the information recorded should not be accessible to other customers or visitors to your premises. If possible information should be stored digitally, but a paper record is acceptable.

Cambridgeshire and Peterborough Against Scams Partnership (CAPASP) warns that scammers will happily use information provided for genuine Test and Trace purposes to make bogus telephone calls to defraud. Therefore, it is imperative that your records are stored appropriately. An open 'visitors book' to which everyone has free access is not acceptable, however individual index cards that a customer completes with their details and is then promptly filed away would be acceptable.

The new COVID-19 app referenced earlier in this letter will automatically record customer attendance at your premises when customers scan a QR code. **It will be mandatory for premises to display this QR code from 24 September.**

## What do I do if someone does not wish to share their details, or provides incorrect information?

Although this is voluntary, please encourage customers and visitors to share their details in order to support NHS Test and Trace and advise them that this information will only be used where necessary to help stop the spread of COVID-19.

If a customer or visitor informs you that they do not want their details shared, they can choose to opt out, and if they do so you should not share their information used for booking purposes with NHS Test and Trace.



For updates and advice check our websites which will be regularly updated  
[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) and [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)