



Hospitality – Trace, Track & Protect Advice

Hospitality, including pubs, bars, restaurants and cafés

You can play a significant role in helping your staff, customers and visitors understand the importance of NHS Wales Test, Trace and Protect and play their part in stopping the spread of COVID-19. It is now a **legal requirement** that you ask for contact information from your customers and you should be encouraging them to provide it.

What information do I collect and from who?

The following information should be collected by the venue, where possible:

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, the name of the assigned staff member should be recorded alongside the name of the customer

No additional data should be collected for this purpose, and the recording of personal data must comply with ICO guidance and GDPR requirements.

How long should I retain records?

To support the NHS Wales Test and Trace Protect Service, you should hold records for 21 days.

Appropriate technical and security measures must be in place to protect customer contact information. Do not share customer information with other customers. Be mindful of how you are collecting the information. Where possible use individual cards to collect instead of continuous lists which can be viewed by others. Please remember if pens are being shared by customers – these will need to be sanitised between customer use.

When information should be shared with NHS Wales Test, Trace and Protect Service

NHS Wales Test, Trace and Protect will ask for these records only where it is necessary, either because someone who has tested positive for COVID-19 has listed your premises as a place they visited recently, or because your premises have been identified as the location of a potential local outbreak of COVID-19.

If you are contacted by NHS Wales Test, Trace and Protect Service

Contact tracers will only contact you from: 02921 961133

However, it is also possible that you may be contacted by an officer from Gwynedd Council's Public Protection/Environmental Health Team as part of any investigation.