

# Maintaining records of staff, customers and visitors to support NHS Test and Trace

## Health Protection (Coronavirus Restrictions) (No. 4) (Wales) Regulations 2020.

Businesses are required to collect **the name and telephone number of every person** that visits your premises and keep this information for 21 days. In the unlikely event that they do not have a contact phone number, note down their **home address or viable email address**.

You are under a legal duty to collect the information. Therefore, **if the individual entering the premises does not want to share their details, they should not be allowed on the premises**.

You should ensure that contact details are **legible**, and you should take all reasonable measures to ensure that contact information is correct, including where necessary, verification of their details.

In the case of **households of more than 4 people** you must verify that all members of the party are from the **same household**. (Verification could be Driving Licenses, Bank Cards or Utility Bills)

Entry to the premises **MUST** be controlled and **each customer given a time for their duration of stay** (2 hours recommended as a maximum)

A template suggesting how you might wish to record this information is available below.

You can photocopy it or draw up your own.

You must hold records for 21 days from the date of each separate instance in which a staff member, customer or visitor has been on the premises. An enforcement officer of the Local Authority can ask to see this record at any time.

The 21 day requirement covers the typical maximum 14-day incubation period of the virus and an additional seven days during which people may be infectious after symptom onset. This will allow for testing and contact tracing, should it be required. After 21 days, this information must be securely disposed of or deleted as it contains personal data.

