

COVID-19: Checklist for Hospitality Businesses – KEEPING RECORDS OF STAFF, CUSTOMERS AND VISITORS

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It is compulsory for hospitality businesses (including pubs, bars, cafes and restaurants) to collect details of staff, customers and visitors to support the NHS Wales Test, Trace, Protect service.

To comply, you need to collect names, contact telephone numbers and a record of the date, arrival time, and retain this information securely for 21 days.

In the case of a group, it is compulsory to collect details on all members of each group, not just a lead member.

In all premises customers are required to provide verification of their name when filling in contact details. Particular attention will be given to the details of a household group over 6 (not including any children aged under 11), where adult customers will need to provide proof of name and address.

If you do not comply with these record keeping requirements, then enforcement officers from the local authority could issue a 'Premises Improvement Notice' or a 'Premises Closure Notice', or both depending on the circumstances.



Actively publicise to your customers e.g. display a notice on your premises and on your website and social media sites, that you are legally required to collect this data in the event that a case or outbreak of COVID-19 is linked to your premises.



Methods of verification of people's names might for example include drivers licence, bank or credit cards. To verify households of more than 6, adult customers will need to provide proof of address e.g. an electronic or paper based official document.



Controlled entry means pre-booking wherever possible with details of all members of the group taken as part of the booking and verified on arrival. "Walk-ups" should be kept to a minimum and you should make note and verify the names of all members of the group upon entry.



Download our [bilingual posters](#) to help explain to your customers why the information is being collected.

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Do not present the information gathering process as optional to your customers.



Use electronic systems where possible to avoid breach of personal data and hygiene risks associated with operating paper based systems.



Be aware, and as necessary make customers aware, that using the NHS COVID-19 app, or other similar systems, will not exempt you from collecting this information.



If you use a paper-based system, pay careful attention to the risk of cross-contamination. For example, where there is shared use of pens, you should put in place mitigating sanitisation measures.



Take all reasonable measures to collect this data, and if a customer will not provide the information, consider refusing that person entry.*



Consider other practical measures to ensure compliance with GDPR, and to minimise the risk of people seeing each other's personal data. You might, for example, ask customers to complete paper-based slips and place them in a sealed box.

*If the customer fails to provide this information, then you have a decision to make as to whether to refuse entry, because without this information you are potentially in breach of the Regulation. The legal requirement under regulation 21 of the Health Protection (Coronavirus Restrictions) (No. 4) (Wales) Regulations 2020 is based on the notion of doing what is “reasonable”, depending on the circumstances. Ultimately it will be for the courts to decide the meaning and application of the law in the particular case.

For more information visit: <https://gov.wales/keeping-records-staff-customers-and-visitors-test-trace-protect>

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