

The Pilgrims Rest NHS Test & Trace Policy

Please do not hesitate to contact us if you have any further questions on our policy for NHS Test & Trace.

NHS Test and Trace is a key part of the country's ongoing COVID-19 response. If we can rapidly detect people who have recently come into close contact with a new COVID-19 case, we can take swift action to minimise transmission of the virus. This is important as lockdown measures are eased and will help us return to a more normal way of life and reduce the risk of needing local lockdowns in the future.

NHS Test and Trace includes dedicated contact tracing staff working at national level under the supervision of Public Health England (PHE) and local public health experts who manage more complex cases.

By maintaining records of staff, customers and visitors, and sharing these with NHS Test and Trace where requested, we can help the NHS to identify people who may have been exposed to the virus. Containing outbreaks early is crucial to reduce the spread of COVID-19, protect the NHS and social care sector, and save lives. This will help to avoid the reintroduction of lockdown measures and support the country to return to, and maintain, a more normal way of life.

This applies to the following sectors:

- Hospitality, including pubs, bars, restaurants and cafés
- Tourism and leisure, including hotels, museums, cinemas, zoos and theme parks
- Close contact services, including hairdressers, barbershops and tailors
- Facilities provided by local authorities, including town halls and civic centres for events, community centres, libraries and children's centres
- Places of worship, including use for events and other community activities

The following details will need to be collected to aid the Test & Trace system:

Staff members

- 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

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

If you decide that you do not want your details shared for the purposes of NHS Test and Trace, you can choose to opt out, and if you do so we will not share your information with NHS Test and Trace.

To support NHS Test and Trace, we will hold records for 21 days. This reflects the incubation period for COVID-19 (which can be up to 14 days) and an additional 7 days to allow time for testing and tracing. After 21 days, this information should be securely disposed of/deleted. Records will be kept electronically only and will be deleted promptly within 21 days of the event.

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

NHS Test and Trace will work with us, if contacted, to ensure that information is shared in a safe and secure way. We will share the requested information as soon as possible to help the NHS identify people who may have been in contact with the virus and help minimise the onward spread of COVID-19.

Please do not hesitate to contact us if you have any concerns regarding the above.

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