



ENGLAND TEST & TRACE DETAILS COLLECTION

18 September 2020

NOTE – for those businesses operating in England, you **must** follow the specific UK Government legislation and guidance relating to England. Please refer to the Scotland and/or Wales guidance if you are operating in these nations, as there are differences in business responsibilities across the different parts of the UK.

In England, pubs are now legally required to log details of customers, visitors and staff for NHS Test and Trace - and **from Thursday 24 September they will be required to display official NHS QR code posters under law** ahead of the NHS COVID-19 app being rolled out nationally next week.

It is also mandatory for pubs to collect customer, visitor and staff contact detail logs from Friday 18th September 2020. If you observe the customer using the official NHS app and QR code (once launched) there is no further requirement for data collection.

Businesses should refuse entry to customers that do not provide their details or provide details that are believed to be inaccurate.

From Thursday 24 September, these businesses will also need to display the official NHS QR code posters to make it easier for people to check-in at different premises once the app is rolled out nationally. If individuals choose to check-in using the QR code poster they do not need to log in via any other route.

The aim of the law is to enable an individual (over the age of 16) who seeks to enter the relevant premises and has a smartphone in their possession to scan the QR code with that smartphone as, or immediately after, they enter the premises.

NHS Test & Trace TOOLKIT – guidance material

We have been asked to share a toolkit prepared by DHSC that includes a number of useful documents that help to explain how the NHS QR codes and COVID-19 app will work. The toolkit consists of the following, all of which are attached:

- Guidance from NHS Test and Trace for the hospitality sector

<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/09/Guidance-from-NHS-Test-and-Trace-.pdf>

- How to create a NHS Test & Trace QR poster for your venue
<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/09/How-to-create-a-QR-Code.pdf>
- An explanatory info pack about the new NHS COVID-19 app and how it will work
<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/09/NHS-COVID-App.pdf>
- A guide explaining how customers can use the NHS COVID-19 app to check-in to venues
<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/09/How-to-use-QR-Codes.pdf>

ACTION: We encourage you to register and download your QR posters ahead of the 24th September when the app will be launched.

Please note that **the requirements for test and trace and The Rule of 6 are different in England than in Wales or Scotland. If you are operating in these areas, please consult the respective national guidance.**

Test & Trace Details Collection - FAQs

Which venues in England should display the official NHS QR code poster?

If your business or venue falls into one of the sectors or categories that should provide a customer log, then you must display an NHS QR code poster at your venue when the app launches nationally. This applies if you provide hospitality services, including pubs, bars, restaurants and cafés

If I create an official NHS QR code poster for my venue in England, does this remove my responsibility to collect contact details by other routes?

If your business or venue falls into one of the sectors or categories that must provide a customer log, and a visitor chooses to check-in using the official NHS QR code, they will not need to provide their contact details by any other route. However, **you will still need to have an option for recording visitors' contact details for people who do not have a smartphone** or do not want to use the NHS COVID-19 app.

I am currently using my own QR code check-in system at my venue in England. Can I continue to use this instead of the official NHS QR code posters, or integrate the two?

The NHS COVID-19 app is only able to scan official NHS QR code posters. This is for security reasons and because the NHS QR technology means that venue check-in history remains on the user's device. In England, even if you're currently using your own QR code or other system to collect

records of your staff, visitors or customers, you must have a NHS QR poster on site from 24 September. If you use any other QR code system at your venue, you must ensure that it does not show any NHS or NHS Test and Trace logos. You should also explain to your customers that you are using more than one QR code system in your venue. Unofficial QR codes will not work with the NHS COVID-19 app.

What information must I collect?

It is now the law that venues must request this information from at least one member of the party. These records must be retained for 21 days. Please see section above for recent developments regarding the national test and trace app.

The new law states you must collect:

- **the name of the individual**
- **a telephone number on which the individual may be contacted;**
- an e-mail address if the individual is unable to provide a telephone number;
- a postal address if the individual is unable to provide an email address;
- **the date and time that the individual entered the relevant premises;**
- where the individual is a member of a group seeking permission to enter premises together, the number of people in that group (including any member of the group that has scanned a QR Code when seeking to enter the premises).

If a customer uses the NHS QR Code and app, this discharges the obligation for the venue to collect their details.

Do I have to refuse service to those who do not provide details?

Yes. The new law states that where a business is aware that a customer has not provided details, or has reason to believe that the details provided are inaccurate, they must take all reasonable steps to prevent entry by an individual to the relevant premises that they occupy or operate.