



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. Please do this by explaining why you are asking for contact information and 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.

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

City Centre Operators

Business who are based in the City Centre and are members of Swansea BID (Business Improvement District) are able to use the evePass.app door registration scheme which covers off all the Trace, Track & Protect advice set out above. For further details visit:

<https://www.swanseabid.co.uk/sign-up-to-simple-speedy-registration-for-your-hospitality-customers/>