



Supporting Government track and trace Customer registration for libraries (England)

Core Principles

- The Government is asking the general public and some industries including libraries to help it in the efforts to stamp out further COVID infections and localised outbreaks by providing basic information to be used as part of its contact tracing regime
- This is a crucial part of ensuring the national effort to eradicate the disease and allow further relaxation in the absence of a vaccine. It is a critical part of our help to support the NHS and avoid a second or local lock down
- The objective is to capture basic information for anyone on the premises or on the site for any length of time so that should a person test positive for COVID, contact tracers can rapidly identify any interactions they had with others and hopefully break the chain of infection

Who and what do we record?

- The objective is to get sufficient information on customers and volunteers to allow local NHS and public health professionals to follow up with them about anyone they may have come into contact with
- This does not mean we need to get information on every single customer – as a broad rule of thumb:
 - Anyone browsing the library with the intention of taking out loan books
 - One contact name and number for a group i.e. parent/guardian of a family in attendance
 - We will not collect your data if you are just dropping off books into the secure drop off box
- We will record how long you spend on site e.g. time of entrance and exit (15 minutes maximum)
- We will keep information on volunteers and contractors working on site, including arrival and departure and which part of the premises they are working in - but not for those carrying out deliveries or pick-ups (including third party delivery couriers).

How do we record this?

- Name, number, and address will be collected at point of entry
- Information will be captured digitally or may be handwritten on a paper form by a volunteer (due to data protection rules a volunteer will capture data as we cannot allow other customers to see private information)
- If a customer refuses to provide their details, then they do not have to provide it and however, for the safety of volunteers and customers, we have the right to refuse service.

What do we need to do then?

- We are required to securely store the data for 21 days after which point it will be securely destroyed
- The data will only be needed if there are outbreaks or chains of infection involving people visiting these premises – we will not do anything else with this data
- We will only share this data with local public health departments or NHS contact tracers when required in the event that a customer or volunteer has tested positive

What about GDPR?

- Guidance is available from the Information Commissioners' Office
- Bishop Sutton Community Library is a volunteer led service provided by Stowey Sutton Parish Council who are registered with the ICO (see website for Data Protection and GDPR Policy)
- By providing your data for COVID purposes we assume you consent to our data capture