

Coronavirus Track and Trace Regulations

Recording Customer Details: how we use your information

To support the Contact Tracing Service (which is operated by the Public Health Agency in Northern Ireland) the Ardhowen Theatre is required to collect and keep a record of **all** staff, customers and visitors who come onto our premises for the purpose of contact tracing.

By maintaining records of staff, customers and visitors, and sharing these with the Contact Tracing Service we can help to identify people who may have been exposed to the Coronavirus. As a customer/visitor of the Ardhowen Theatre you will be asked to provide some basic information and contact details. The following information will be collected:

- the name and telephone number of each visitor and attendee over the age of 16; and
- the date of their visit or attendance and the time of their arrival.

In addition, if you only interact with one member of staff during your visit, the name of the assigned staff member will be recorded alongside your information.

The Contact Tracing Service has asked us to retain this information for **21 days** from the date of your visit, to enable contact tracing to be carried out during that period. We will only share information with the Contact Tracing Service if it is specifically requested by them.

For example, if another customer at the venue reported symptoms and subsequently tested positive, the Contact Tracing Service can request the log of customer details for a particular time period (e.g. this may be all customers who visited on a particular day or time-band, or over a two-day period).

Under government guidance, the information we collect may include information which we would not ordinarily collect from you and which we therefore collect only for the purpose of contact tracing. Information of this type will not be used for other purposes (such as surveillance of an individual's movements or marketing activities), and the Contact Tracing Service will not disclose this information to any third party unless required to do so by law (e.g. as a result of receiving a court order). In addition, where the information is only collected for the purpose of contact tracing it will be destroyed by us **21 days** after the date of your visit.

However, the government guidance may also cover information that we would usually collect and hold onto as part of our ordinary dealings with you (perhaps, for example, your name, and phone number). Where this is the case, this information may continue to be held after **21 days** and we will use it as we usually would, unless and until you tell us not to.

Your information will always be stored and used in compliance with data protection legislation. The use of your information is covered by the General Data Protection Regulations Article 6 (1) (f) – legitimate interests of the venue/establishment. The legitimate interest in this case is the interest of the venue/establishment in co-operating with the Contact Tracing Service in order to help maintain a safe operating environment and to help fight any local outbreak of coronavirus.

Further information on how we hold your information, please visit the Privacy Section on the Council's website at: [Privacy Statement – Fermanagh & Omagh District Council \(fermanaghomagh.com\)](https://www.fermanagh.com/privacy-statement)