

Test & Trace:

As new guidelines are being put into place in relation to COVID-19 I wanted to clarify some government guidelines for existing and future patients.

There is a government test and trace poster on display in the treatment room with a QR code. Upon arrival patients will scan the code with their phone (open camera, hover over the code and follow the instruction on the screen).

Before every appointment patients will be required to fill out a **COVID-19 Screening & Declaration Form**. This will be emailed to you 24 hours prior to your appointment.

In the eventuality that I, Emma Kemp become symptomatic within 48 hours of having close contact with you during your appointment and I later test positive for COVID-19, I am required by law to provide your details to the test, track and trace service. These details include your name, contact number, date of visit and arrival and departure time.

The following test, track and trace information will be added to our privacy policy.

Recording Customer Details And How We Use Your Information:

To support NHS Test and Trace (which is part of the Department for Health and Social Care) in England, we have been mandated by law to collect and keep a limited record of patients and visitors who come onto our premises for the purpose of contact tracing.

By maintaining records of customers and visitors, and sharing these with NHS Test and Trace where requested, we can help to identify people who may have been exposed to the coronavirus.

As a customer/visitor of **The Acupuncture Lounge** you will be asked to provide some basic information and contact details. The following information will be collected:

- **Name**
- **Contact telephone number**
- **Date of visit, arrival and departure time**

The venue/establishment as the data controllers for the collection of your personal data, will be responsible for compliance with data protection legislation for the period of time it holds the information. When that information is requested by the NHS Test and Trace

service, the service would at this point be responsible for compliance with data protection legislation for that period of time.

The NHS Test and Trace service as part of safeguarding your personal data, has in place technical, organisational and administrative security measures to protect your personal information that it receives from The Acupuncture Lounge, that it holds from loss, misuse, and unauthorised access, disclosure, alteration and destruction.

NHS Test and Trace have asked us to retain this information for 21 days from the date of your visit, to enable contact tracing to be carried out by NHS Test and Trace during that period. We will only share information with NHS Test and Trace if it is specifically requested by them.

For example, if another patient at The Acupuncture Lounge reported symptoms and subsequently tested positive, NHS Test and Trace can request the log of customer details for a particular time period (for example, this may be all customers who visited on a particular day or time-band, or over a 2-day period).

We require you to pre-book appointments for visits or to complete a COVID-19 Declaration online before your arrival.

Your information will always be stored and used in compliance with the relevant data protection legislation.

The use of your information is covered by the General Data Protection Regulations Article 6 (1) (c) – a legal obligation to which we as a venue/establishment are subject to. The legal obligation to which we're subject, means that we're mandated by law, by a set of new regulations from the government, to co-operate with the NHS Test and Trace service, in order to help maintain a safe operating environment and to help fight any local outbreak of corona virus.

By law, you have a number of rights as a data subject, such as the right to be informed, the right to access information held about you and the right to rectification of any inaccurate data that we hold about you.

You have the right to request that we erase personal data about you that we hold

(although this is not an absolute right).

You have the right to request that we restrict processing of personal data about you that we hold in certain circumstances.

You have the right to object to processing of personal data about you on grounds relating to your particular situation (also again this right is not absolute).

If you are unhappy or wish to complain about how your information is used, you should speak to Emma Kemp in the first instance to resolve your issue.

If you are still not satisfied, you can complain to the Information Commissioner's Office. Their website address is www.ico.org.uk.

We keep our privacy notice under regular review, and we will make new versions available on our privacy notice page on our website. This privacy notice was last updated on 23 September 2020.