

FACTSHEET

COLLECTING AND STORING customer information in COVID-19

As COVID-19 restrictions ease around Australia, contact tracing will remain an important tool to control the spread of the virus.

The Public Health Directions state that a number of businesses and undertakings are required to ask all clients for their first name and phone number, and record these details, along with the date and time they attended the venue. Details can be destroyed after 28 days.

If you are unsure if your business needs to keep these records please visit the [Public Health Directions](#).

This guideline provides information about how to manage the privacy of customers' personal information in accordance with privacy laws and good privacy practice.

Collecting and storing information about customers is a standard practice for many businesses. For example, businesses commonly store and collect information when taking bookings, fulfilling orders, taking payments and confirming appointments.

Health services and businesses with an annual turnover of more than \$3 million per year must comply with the Privacy Act 1988 (Cth) in the way that information is collected, used and disclosed.

For more information, please contact the [Office of the Australian Information Commissioner](#).

Even if your business is not covered by the Privacy Act, it is good privacy practice to tell people:

- › why you are asking for the information
- › who will have access to the information
- › how the information will be kept safe.

How should the information be collected?

We understand the process of collecting information from every patron is time-consuming, and your effort is acknowledged and appreciated as we work together to slow the spread of COVID-19.

Most customers are now aware of the requirements for businesses to request their details for contact tracing, and are happy to oblige; however, some may have privacy concerns.

For example, an A4 notebook left out the front of a restaurant with all seated guests' details on display for the next person to see, copy, take a photo of; or handing over an electronic device for patrons to enter their own information, is highly discouraged.



Physical and electronic security must be considered to help guarantee that your patrons' personal information is secure and the workspace can facilitate good privacy practices.

Electronic collection

The Check In CBR app is a contactless, secure and convenient way for customers to sign into a Canberra venue.

The app enables individuals to check-in to venues and have their data stored securely with ACT Health in the event contact tracking is needed.

When you register your business you will be provided a unique QR code unique, customers with the Check In CBR app simply scan the QR code and show your staff that they have successfully checked in.

To find out more and register your business visit the [Check In CBR page](#) on the COVID-19 website.

Some businesses are using QR codes to collect customer details. A QR code is just like a barcode, with information that can be read by a smartphone camera.

QR codes are convenient for businesses and customers. They also provide a hygienic, contactless way of signing into a venue. Businesses can find QR code guest registration services by searching online, or if you have an IT services provider, ask them for advice. Make sure you read the full terms and conditions of the service carefully.

Paper-based collection

Consider having a staff member collect patrons' details on arrival (or once they are seated) on a form that is kept private from other patrons.

Once filled in, the forms should be kept in a place that is secure and out of sight of other patrons and unauthorised persons.

This information is correct as of 18 September 2020. For the latest advice on restrictions please check the [COVID-19 website](#) or call the COVID-19 helpline on (02) 6207 7244.

The **Business Resource Kit** includes: guidelines for creating a COVID Safety Plan; posters for displaying in your business premises; fact sheets and case studies to provide up to date information and clear advice; and other useful resources. Find the kit on the business resources page of the [COVID-19 website](#).

Canberra Business Advice and Support Service: Business owners can receive up to four hours of free, tailored advice and access online business development resources. Call (02) 6297 3121.