

Sept 20th, 2020

Dear Users of Hartwell Leisure Swimming Pool in Cranfield,

As from Thursday 24th September you will need to scan the NHS QR code poster with your Smart phone on arrival at Hartwell Farm. There are 3 scanning stations to avoid queues building up.

NHS QR code posters are a quick, simple and secure way for visitors to anonymously register that they've been to our venue. This allows you to receive important public health messages if needed.

The UK is currently experiencing a public health emergency as a result of the coronavirus (COVID-19) pandemic. NHS QR code posters are a key part of the ongoing COVID-19 response. They enable people to have a digital diary of the places they've visited, to help with contact tracing, and they help visitors to quickly receive public health advice if necessary.

By supporting the official NHS QR code poster system, we will be protecting you and our business. We will help to slow the spread of the virus, reduce the impact of any second wave, and help normal life to resume more quickly.

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 staff, customers and visitors who come onto our premises for the purpose of contact tracing.

Venues in the leisure industry must:

- ask at least one member of every party of customers or visitors (up to 6 people) to provide their name and contact details
- keep a record of all staff working on their premises and shift times on a given day and their contact details
- keep these records of customers, visitors and staff for 21 days and provide data to NHS Test and Trace if requested
- display an official NHS QR code poster from 24th September 2020, so that customers and visitors can 'check in' using this option as an alternative to providing their contact details
- adhere to General Data Protection Regulations

By maintaining records of staff, 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.

Trace & Trace Policy.

We confirm that we comply with the above five bullet points.

We consider the child(ren) in your care attending the pool as the 'party' and the adult we hold on file as the 'lead' for the party. The lead is the person we hold contact information

for in our usual contact method surrounding payment requests and enrolment information i.e. mobile or email.

Should Hartwell Leisure Ltd receive a request for information from the NHS Test and Trace support service, these are the details we have to provide and hold on file for your swimmer(s):

- Your email:
- Your mobile number:

NHS Test and Trace will provide the necessary public health advice and support if they assess an individual was on our premises while potentially infectious. If NHS Test and Trace identifies more than one case of COVID-19, or any other specific risk circumstances, at our venue, Hartwell Leisure will be contacted to receive support and to share the contact details we have previously collected and store for communication so that they can contact anyone who may have been exposed to the virus.

Please contact us if you have any questions.

Kind regards

Caroline