

Guide to mandatory record keeping requirements

6 September 2021

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- Recording keeping is a requirement for people aged 12 and over at all Alert Levels so contact tracing can happen quickly and may help prevent Alert level shifts and future lockdowns. This requirement is for businesses and locations to take steps to ensure a record is kept.
- Relevant businesses and locations have a week from a change in Alert Levels to ensure they meet record keeping requirements. This will give relevant businesses and locations adequate time to ensure they have systems and processes in place to ensure customers/visitors can record their visit.
- This includes either by scanning the QR code or providing details in an alternative contact tracing record.

What are the best alternative sign-in systems for those who cannot use the Covid tracer app?

- Set up a ballot box with individual paper slips or cards for people to fill in their name, phone number, date, and time of visit. - restaurantnz.co.nz/resource/mandatory-sign-in-posters-ballot-box-resources/
- Have an employee manually record visitor details – this ensures that staff maintain control over the records and do not leave contact information is not visible to others.
- Consider an electronic system, like a tablet sign-in app, work timesheet or an existing booking system.
- Use a designated work cell phone to receive texts from customers. Simply publicise the cell phone number around the entrance to your service or business and let customers text you, their name.

There is no one right method of collecting. Do not use a paper-based register if it is left in a public-facing position where personal information is visible to others.

- There will be no expectation or requirement for a person responsible for the place or gathering to enforce non-compliance with record keeping requirements. The obligation on businesses is to have systems and processes in place to ensure (as far as reasonably practicable) so that customers or visitors make a record. Businesses will not be required or expected to turn people away who may refuse to make a record of their visit, particularly if the person becomes aggressive or abusive. This will be at the discretion of the business.
- What is reasonably practicable will differ between businesses. The obligation to meet record keeping requirements sits with the person responsible for the business or location. This person is responsible for having systems and processes to ensure, as far as is reasonably practicable, that a customer or visitor makes a record.

What enforcement will be in place?

- If a person responsible for a business or location has failed to meet record keeping requirements, they are committing an infringement offence and will liable to an infringement fee of \$300 or court imposed fine not exceeding \$1,000.
- Failing to display a QR code will continue to be an infringement offence carrying an infringement fee of \$300 or court imposed fine not exceeding \$1,000.

Privacy Considerations?

When collecting this information, advise people that it is being collected to support contact tracing. It is your responsibility to store any private information securely, and it can only be used for COVID-19 contact tracing. For example, you should not automatically add people's emails to your contact database without their consent, or you may breach the Privacy Act.

How long do business have to keep the records for? 60 days. When this time elapses, you must securely destroy the physical records (i.e., manual sign-in records) and electronic records if alternative methods were used

Template Privacy Statement

We recommend you display a privacy statement alongside your register system. Here's an example:

This information is being collected to assist in the management of the COVID-19 pandemic. It will be given to the Ministry of Health and/or the District Health Board on request in the event that it is required for contact tracing purposes. We will not use it for any other purpose, and will destroy it after 60 days.

It will be kept here at [name of the establishment]. You have a right to access and correct any information we hold about you.



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business resource.