

# RAYDEN SOLICITORS

## VISITOR INFORMATION COVID-19 - IMPORTANT GUIDANCE WHEN VISITING US

In the light of the current public health concern about Covid-19 we highlight below the precautions we are taking as a firm and those we ask you to take to minimise the risk to anyone coming into our offices.

Where at all possible we would advise you to use our remote facilities to carry out any meetings. We do appreciate that there are circumstances where you feel a face to face meeting is necessary. If you do need to visit the offices for a face to face meeting please adhere to the following guidelines.

If in the last 14 days you have travelled abroad please let us know immediately so we can discuss whether it is appropriate for you to visit the office.

If you are experiencing any of the symptoms relevant to Covid-19 please do not attend. Up to date information relating to symptoms can be found at <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

These include

- High temperature
- New, continuous cough – this means coughing a lot for more than an hour, three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- Loss or change to your sense of smell or taste – this means you have noticed you cannot smell or taste anything, or things smell or taste different to normal

If you experience any of these symptoms after attending our offices please email [hr@raydensolicitors.co.uk](mailto:hr@raydensolicitors.co.uk) with your contact details so that we can manage communications with people who may have come into contact with you during your visit. We will keep the information as confidential as we can, mindful of our public health and data protection obligations.



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Covid 19 Contact Tracing (NHS Test and Trace Service in England) including the NHS COVID-19 app. As you will be aware, the Government's advice is that participation in the Covid-19 contact tracing programme and use of the NHS COVID 19 app is an important part of its measures to curb the spread of Covid-19 in the UK. Our firm is committed to supporting the efforts of NHS Test and Trace Service, including the NHS COVID 19 app, as far as that is consistent with our obligation to keep information belonging to our clients confidential. This means that we will normally never pass on information about you, or the matters on which you have instructed us, without a lawful bases to do so.

## **NHS Test and Trace Service**

A situation may arise in which, for the purpose of contact tracing, we may be asked to provide the NHS Test and Trace service with your name, telephone number(s), postcode, date of visit, arrival time and where possible departure time and details of any relevant contact between you and any member of our staff, or visitors to our premises. We will collect and process this data using legitimate interest as our lawful basis for processing the aforementioned data. In this case, the collection of customer data is for a contact tracing scheme (namely NHS Test and Trace in England). For the purposes of the NHS test and trace in England Scheme, we are required to hold the aforementioned personal data for 21 days. However records which are made and kept also for other business purposes will not be disposed after the 21 day period and will be kept in accordance with our Firm's usual retention policies. If you do not want your personal data shared for the purposes of NHS Test and Trace, you can choose to opt out of your details being shared as part of the NHS Test and Trace system. You can do this by sending an email to [hr@raydensolicitors.co.uk](mailto:hr@raydensolicitors.co.uk). If you do so, we will not share your aforementioned personal data with NHS Test and Trace.

Further details of how it will be used can be found by following this link:

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youre-contacted-after-testing-positive-for-coronavirus/>

## **NHS Covid-19 app**

NHS Covid-19 app has been added as part of the NHS test and trace system. When the NHS Covid-19 app is downloaded, it instructs users when there is a need to self-isolate for 14 days if it detects they were nearby someone who has the virus.



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It also has a check-in scanner to alert owners if a venue they have visited is found to be an outbreak hotspot.

Anyone aged 16 and over is being asked to install the app on to their smartphone to assist the NHS test and trace programme. The app is available for smartphones only – (not tablets, smartwatches or other devices). To get started, go to **Android's Google Play** or **Apple's App Store** and search for "NHS Covid-19". You can find further information on the NHS Covid-19 app including protection of your privacy here: <https://covid19.nhs.uk/>.

We have signed up to the NHS QR Code scheme whereby we have created a unique QR code for each of our offices. We have printed posters with the QR code displayed in each of our offices. All you would need to do is prior to visiting our offices, download the NHS Covid-19 app as described above. When you arrive at our offices, for your scheduled appointment, scan the QR code displayed on our NHS poster, when using the NHS COVID-19 app. This is to help trace and stop the spread of coronavirus (COVID-19).

When you visit please try and come alone or with one other person. This will enable us to adhere to the social distancing recommendations within our meeting rooms. At the time of making your appointment please make us aware if you will not be attending alone.

Although the current UK government guidance states that members of the public will be required to wear a face covering when visiting premises providing professional, legal services, this is not a mandatory requirement when you visit us, as we will see you by appointment only and hence it is not mandatory for you to wear a face covering in our premises.

You will be asked to make any payments over the telephone to minimise contact during your visit.

If you are running early or late please telephone to let us know so we can make sure there is adequate time between you and other clients to enable us to clean and prepare the meeting rooms.

Please do not shake hands.



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We are taking precautions, reflecting UK Government advice, to ensure so far as we can that our offices are safe places to work or visit.

We encourage everybody to prioritise their personal hygiene by washing hands thoroughly and regularly.

We are continuing to disinfect/clean regularly throughout the day particularly in our meeting rooms. Hand sanitiser will be available on entry/exit to our offices and in our meeting rooms.

We would ask that anyone intending to visit our offices does so by appointment only. The number of visitors to our offices will be limited.

On arrival at our offices please use the hand sanitiser available at the entrance to the building and our offices.

To avoid contact as much as possible we will not be offering hot drinks. Sealed bottled water will be available.

Pads and pens will be available in all meeting rooms but if you do use them please take them with you.

If you have any queries prior to or following your visit please do not hesitate to contact our Office Manager, Alaine Sellers [as@raydensolicitors.co.uk](mailto:as@raydensolicitors.co.uk) 01727 734260

Thank you for your co-operation.

