

# 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 possible we would advise you to use our remote facilities to carry out meetings. We do appreciate that there are circumstances where 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>.

The aforementioned guidance relates to people with symptoms that may be caused by COVID-19, including:

- a) those who are waiting for a test;
- b) people who have received a positive COVID-19 test result (whether or not they have symptoms);
- c) people who currently live in the same household as someone with COVID-19 symptoms, or with someone who has tested positive for COVID-19.

If you experience any of these symptoms described in the above guidance, 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.

### COVID 19 Contact Tracing (NHS Test and Trace Service in England)

As you will be aware, the Government's advice is that participation in the COVID-19 contact tracing programme <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works> is an important part of its measures to curb the spread of COVID-19 in the UK. Our firm is committed



# RAYDEN SOLICITORS

to supporting the efforts of NHS Test and Trace Service 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.

A situation may arise in which, for the purpose of contact tracing, we may be asked to provide your name, telephone number(s), 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.

## COVID 19 App

We also suggest that you download the NHS COVID 19 App - <https://covid19.nhs.uk/>

By using the app, analytics data is collected which helps NHS to learn more about the virus and how we can develop our public health response. All analytics data is anonymous and cannot be linked back to you in any way. By using the app, you will be making an important contribution in supporting the NHS and helping us to win the fight against coronavirus.

The app collects the following information and holds it on your phone:

- The postcode district you enter when you install the app, this is the first part of your postcode before the space
- The symptom information you enter onto the app
- The QR poster codes of the venues that you scan into the app

You are able to view all the data held about you and you can delete it at any time.

The NHS COVID-19 app will keep a log of anonymous contact tracing data for a maximum of 14 days. Venue check-in information is stored for 21 days.



# RAYDEN SOLICITORS

When you visit please try and come alone or with one other person. This will enable us to reduce capacity within our offices.

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.

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 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.

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.

