COVID-Safe Check-in Q&A

Overview:

- Registered COVID-Safe businesses are eligible to be issued with a unique QR which customers can scan using their Service NSW app.

- It offers customers a contactless, hygienic method of checking in to businesses so they can be contacted in the event of an outbreak.

- The check-in through the Service NSW app automatically captures the date, time and location of the check-in, and <u>securely stores them</u> for 28 days for the sole purpose of COVID tracing.

- The COVID Safe Check-in has been trialled in Dubbo, Central West Sydney and the Blue Mountains, along with Service NSW Service Centres and Merivale venues.

Q&A:

Do customers need to provide details when entering a business?

- Some businesses, such as those in the hospitality sector (including pubs, registered clubs, bars, restaurants, cafes, casinos etc), are required to keep a record of all staff, patrons and contractors visiting their premises. Businesses that need to collect customer details will find this requirement in their COVID-19 Safety Plan.

- Other businesses, where record-keeping is not required by their COVID-19 Safety Plan, may choose to provide the check-in for customers who wish to be contacted in the event of an outbreak.

- This is about protecting the people of NSW and ensuring NSW Health can quickly contact people in the event of a COVID-19 outbreak.

How do businesses get their QR code?

- Once you have registered as a COVID Safe business on nsw.gov.au you will be sent an email with your COVID Safe display material, including your unique QR code. You can either print out your QR code or use it digitally such as on a tablet.

How do customers scan the QR code?

- Customers will log in or download the Service NSW App, select the COVID Safe Check-In tile from the homepage. Follow the prompts to scan the QR Code and sign in.

What details are captured when a customer scans a QR code?

- When the QR code is scanned this will capture the business name, address and the customer ID. If NSW Health requests the information for contact tracing – Service NSW will provide the business name, address, customer name, email/mobile, time and date of visit.

How long will customer information be stored?

- Service NSW will securely store the data for 28 days in the event it is needed for contact tracing. After this time, it will be destroyed.

How is customer data protected?

- Customer data is securely stored in a separate, encrypted database.

What can this data be used for?

- The data can only be used if necessary, to protect the health or welfare of the public during the COVID-19 pandemic, such as when required for contact tracing.

What if a customer doesn't have a smartphone / the Service NSW app / an internet connection? How do businesses record their details?

- The COVID-Safe Check-in via the Service NSW app is not mandatory.

What if a customer refuses to provide their details?

- Only certain industries, such as hospitality, are required to have a record of all customers entering their establishment under the Public Health Order.

Does the COVID-Safe Check-in replace the federal COVID-Safe app?

- No, the COVID-Safe Check-in is to help businesses with record-keeping regarding who has attended their premises.

- It provides businesses with a free, reliable and easy to use solution for check-ins

- It provides NSW residents with peace of mind their data is being stored securely

- It allows NSW residents with one common, contactless and easy-to-use system

- This system complements the COVID-Safe app.

www.customerservice.nsw.gov.au

When will the COVID-Safe Check-In be available?

- The NSW Government began trialling the COVID Safe Check-In from August 3, with a state-wide rollout in September.

- The Department of Customer Service has been working closely with the NSW Independent Privacy Commissioner prior to its release to citizens

What if I'd like further information about record keeping and QR code check-in options?

- A full explainer on customer record keeping options and QR codes is available on nsw.gov.au

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