

Recording Customer Details:

How we use your information

To support the NHS Scotland Test and Protect strategy, Scone Palace (Stormont Trading) has decided to collect and keep a limited record of staff, customers and visitors who come onto our premises for the purpose of contract tracing.

By maintaining records of staff, customers and visitors, and sharing these with NHS Scotland where requested, we can help to identify people who may have been exposed to the Coronavirus.

As a customer/visitor of Scone Palace you will be asked to provide some basic information and contact details. The following information will be collected:

- The names of all customers or visitors, or if it is a group of people, the name of one member of the group.
- A contact phone number for each customer or visitor, or for the lead member of a group of people.
- Date of visit and arrival and departure time.

In addition, if you only interact with one member of staff during your visit, the name of the assigned staff member will be recorded alongside your information.

Information will be retained for 21 days from the date of your visit to enable contact tracing to be carried out by NHS Scotland if required during that period. We will only share information with NHS Scotland if it is specifically requested by them. For example, if another customer at the venue reported symptoms and subsequently tested positive, NHS Scotland can request the log of customer details for a particular time period (e.g.: this may be all customers who visited on a particular day or time-band, or over a two-day period).

We may require you to pre-book appointments for visits or to complete a form on arrival

Under government guidance, the information we collect may include information which we would not ordinarily collect from you and which we therefore collect only for the purpose of contact tracing. Information of this type will not be used for other purposes (such as surveillance of an individual's movements or marketing activities), and this will not be disclosed to any third party unless required to do so by law (e.g. as a result of receiving a court order). In addition, where the information is only collected for the purpose of contact tracing it will be destroyed by us 21 days after the date of your visit.

However, the government guidance may also cover information that we would usually collect and hold onto as part of our ordinary dealings with you (perhaps, for example, your name, date of birth and phone number). Where this is the case, this information only will continue to be held after 21 days and we will use it as we usually would, unless and until you tell us not to.

Your information will always be stored and used in compliance with the relevant data protection legislation.

The use of your information is covered by the General Data Protection Regulations Article 6 (1) (f) – legitimate interests of the venue/establishment. The legitimate interest in this case is the interest of the venue/establishment in co-operating with government and health agencies in order to help maintain a safe operating environment and to help fight any local outbreak of coronavirus.

If you do not wish your contact information to be passed to NHS Scotland if requested, please speak to a member of our team or contact: help@scone-palace.co.uk

By law, you have a number of rights as a data subject, such as the right to access information held about you. If you are unhappy or wish to complain about how your information is used, you should contact a member of staff in the first instance to resolve your issue.

If you are still not satisfied, you can complain to the Information Commissioner's Office. Their website address is www.ico.org.uk