

Client Office Attendance Policy

Visitors to the offices of Banner Jones will be kept to a minimum.

Location:

Where a client attendance is necessary then this will take place in designated meeting rooms only at either:

- 24 Glumangate, Chesterfield, S40 1UA
- Corner House, Union Street, Mansfield

Arrangements for Client Office Attendance:

1. Appointments must be made in advance by telephoning 01246 560560 and will be staggered to ensure social distancing in line with Government's guidelines is maintained.
2. Within our 24 Glumangate office, meeting room 801 and 802 should be utilised to meet with clients only.
3. Within our Mansfield office, meeting room 1 should be utilised to meet with clients only.
4. Clients will be asked upon making the appointment:

If they or anyone seeking to attend an appointment or anyone with whom they have had contact in the last 14 days have exhibited Covid 19 related symptoms of:

- a high temperature
- a new continuous cough
- a loss of or change to their sense of smell or taste

If any such symptoms have been suffered by those proposing to attend an appointment or those with whom the proposed attendees have been in contact in the last 14 days then the appointment request will be declined and the client will be asked to contact us again once 14 days have elapsed.

5. The number of persons allowed to attend an appointment will be limited to one person, or two people where they both live in the same household.
6. The client will be given an appointment time and told which office they need to attend. Please do not arrive early for your appointment as we do not have a waiting area in the reception area due to social distancing rules. The client should also be informed that they will need to provide at the meeting, their own stationery equipment inclusive of pens required for document signing purposes.
7. Upon arrival at the appointment a member of the reception staff will ask the client(s) to confirm that the position in relation to item 4 above remains the same. If not, they will not be allowed into the office.
8. When entering the offices, clients are now expected to wear a face mask/covering in accordance with the [updated government guidance](#).
9. Upon entry to the office the client(s) will be required to use the hand sanitiser available in the reception area and told of the requirement to maintain distancing of at least 2m from any Banner Jones staff and any other person present in the office. The client(s) may be asked to undergo a non-contact temperature test, which may be conducted by a member of staff

wearing appropriate protective equipment or by the client(s) under guidance from a staff member.

10. The client(s) will be guided to the designated meeting room when the appointment is to commence.
11. Social distancing of at least 2m shall be maintained during the meeting.
12. Upon the conclusion of the meeting, the client(s) will be asked to use the hand sanitiser provided before leaving the building.
13. Following the appointment, a Banner Jones staff member will wipe all areas and furniture and equipment used or touched by the client using anti-bacterial wipes or anti-bacterial liquid and a disposable cloth. Gloves must be worn before undertaking any cleaning. After use all items used must then be disposed of in the bins provided.
14. It is not compulsory for our staff to wear a face mask, however, a client may request the use of a face mask and then one will be used.

Track & Trace Data Collection

Collecting client contact details is already a standard practice at Banner Jones to enable us to carry out work for you. During the Covid-19 emergency we hope you will understand that we need to widen the collection of this data given the implications should an outbreak occur as a result of you visiting our offices or meeting with a member of our staff.

For the purposes of the Government NHS Test and Trace scheme there is a legitimate interest lawful basis for collecting this wider information as the data is likely to be in the interests of you as an individual, our organisation, and the public health efforts to tackle COVID-19.

On entry to the office you will now be asked to scan the QR code presented to you, in order to record your attendance at our offices on the NHS Covid-19 app. If you do not have the app then the data will be taken by the receptionist.

We will keep this data collected for the Government NHS Test and Trace scheme securely and only for as long as it is needed. Currently this is 21 days. After that, provided we do not need to keep your data for other reasons (such as for the work we are doing for you), we will dispose of the data securely.

Please note that if we may still need to undertake identity checks. This will be in connection with the work we are doing for you and not for the Government NHS Test and Trace scheme.

In respect of the data we collect about you for the Government NHS Test and Trace scheme you have the following rights:

- the right of access to the personal data we hold on you – for example your contact details, or details of your booking with us;
- the right to ask for any factually inaccurate data to be corrected;
- the right to object to the processing of your data; and
- the right to ask for your data to be erased.

Government NHS Test and Trace personnel have the responsibility for following up cases of COVID-19 following a positive test result. They will make the appropriate assessments and contact the people

affected themselves. If we become aware of a case of COVID-19, we will not contact you directly. We will only share your information when it is requested by a legitimate public health authority. In a very narrow range of circumstances, it may be appropriate to share this information with other parties. For example, the information may be required by the police if they need it for a criminal investigation.

We will not use the personal data we have collected for Government NHS Test and Trace scheme for marketing or other business purposes.