

GREENE & GREENE

SOLICITORS

As part of our measures to help prevent the spread of coronavirus, to protect our staff and clients, and to support NHS Test and Trace, we have put in place the following measures for those visiting our office:

- We ask all clients to pre-book appointments for visits.
- We will display an NHS QR code in the vicinity of our reception area. If you attend our offices for a meeting, and have a smart device with the contact tracing app, please do “sign in” using the QR code. Use of the QR code is voluntary.

If you are attending our office for an appointment, and do not want to use the QR code, we will ask you for your contact telephone number. It is likely we will already have your contact details, but one of our reception team will ask you to confirm your telephone number just in case.

- If we are contacted by NHS Test and Trace requesting details of those who have visited our office during any particular time frame, we will provide the name and contact details of anyone visiting our offices, and the dates and times of their visit. We will only provide the information specifically requested by NHS Test and Trace, and will not provide any details of the reason for your visit.
- We are also asking all clients to undergo a temperature check on arrival at our office. This will be carried out by a member of our reception team using a contactless thermometer. We will not make any record of the result, and the thermometer will only record whether your temperature is “Low”, “Medium” or “High”. If your temperature is reported to be “High” then we will ask you to leave our office, and to arrange a telephone appointment or re-arrange for another day. We consider this is a legitimate and proportionate response to help risk the spread of coronavirus between our clients and staff.

If you do not wish for your temperature to be checked, please advise the person you book your appointment with at the time of making your appointment.

- We ask clients and staff to wear a face mask in our reception area and during meetings, unless you are exempt from the requirement to do so.
- In addition to the above measures, we have other social distancing and hygiene measures in place, which are outlined in our risk assessment (<https://www.greene-greene.com/about-us/covid-19-risk-assessment/>).

Where the above measures involve the collection of your personal data, we will process and retain your data in accordance with our privacy notice, which can be found at <https://www.greene-greene.com/privacy-policy/>