



Guidance: Collecting contact tracing information

As at 17 December 2021

More information

For more information you can visit covid19.qld.gov.au.

For general information about the Queensland Government's response to COVID-19 you can call **134 COVID (13 42 68)**.

The following provides guidance on collecting contact information for contact tracing purposes required under the [Public Health and Social Measures linked to vaccination status Direction](#) (the *Public Health Direction*).

Contact information

- The following contact information, at minimum, must be kept for all guests, patrons, and staff for contact tracing purposes:
 - Full name
 - Phone number
 - Email address
 - Date and time of entry

Collecting contact information

- Restricted businesses captured in the Public Health Direction must electronically collect contact information about all guests, patrons and staff at the time of entry unless otherwise specified, by either:
 - the [Check In Qld app](#); or
 - registering guests, patrons and staff through the Business Profile mode of the **Check In Qld app**.

Example – a person may be unable to use the Check In Qld app due to language barriers - the business must register a guest through the Business Profile mode.

- If a restricted business is unable to collect contact information using the Check In Qld app due to unexpected circumstances, the business must collect and keep the contact information using another method.

Note – unexpected circumstances may include temporary issues with an internet service.



- If contact information is collected using a method other than the **Check In Qld app**, the restricted business must transfer non-electronic information to an electronic system within 24 hours of collecting the information and comply with the requirements for collection and storage (see below).
- Advise patrons it is a condition of entry to leave their contact information.
- Contact information is required from each patron, not a single patron within a group.

Note: the businesses is not required to request a person's contact information is the person appears younger than 16 years old and is not accompanied by an adult.

Note: Where the use of the [Check In Qld app](#) would result in safety issues within the Adult Entertainment sector, the businesses must:

- *collect the name, phone number, email address, and the date and time of attendance of the patrons or staff, and*
- *securely store the contact information and not use it for any other purpose, and*
- *delete the information after not less than 30 days and not more than 56 days, and*
- *if requested, provide the contact information to a public health officer within a stated time.*

Recording contact information

- In the event that a restricted business cannot collect contact information due to unexpected circumstances and collects the contact information by another method, the following requirements apply:
 - Contact tracing information must be provided to a public health officer within a stated time if requested.
 - The information must be securely stored, not used for any other purpose, and kept for a minimum of 30 days and maximum of 56 days.
 - Some businesses may also be subject to the *Australian Privacy Principles* under the *Privacy Act 1988* (Cth). The Office of the Australian Information Commissioner provides useful resources about those obligations at: <https://www.oaic.gov.au/>.
 - Penalties apply for failure to collect and/or produce contact tracing information, without a reasonable excuse

Further information

You can find COVID-19 health advice on the [Queensland Government website](#), including the current status in Queensland and how to protect yourself and others.

If you are seeking clarification on a [public health Direction](#) or have any questions, please call

Unite against COVID-19



134 COVID ([134 268](#)).

Visit [Unite against COVID-19](#) for information about the Queensland Government response, including current requirements for social distancing, border closures and business restrictions.

The Department of Health has a variety of fact sheets, videos, signage and posters with detailed information to guide businesses in helping reduce the spread of COVID-19. These can be accessed at <https://www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources>.