



Test and Trace Privacy Notice

Restaurant Bookings, Assisted Planning and Consumer
Finance Applications



Introduction

In order to ensure the safety of all customers and IKEA co-workers when dining in our restaurant, planning their projects in our showroom and making consumer finance applications and to meet the requirements of the NHS Test and Trace Scheme in response to Covid 19, we are required to capture your full name and preferred contact number. This information is intended to be used to enable the NHS to contact you should you have been in the premises around the same time as someone who has tested positive for coronavirus. Contacting people who might have been exposed to the virus is an important step in stopping the spread.

Reasons for data collection

The purpose for which we will be collecting and processing your name and telephone number is to assist with NHS Test and Trace strategy in relation to the coronavirus pandemic. This will involve the gathering and, when necessary, the sharing of information with the NHS as the responsible body for Test and Trace.

Your data will not be used for any other purpose.

In order to assist in the containment of the virus, we will only share your data when it is requested directly by the NHS. This will only be in the unlikely event there is a cluster of coronavirus cases linked to an IKEA store. Information will be transferred securely to the NHS who will use the data to contact trace those who were in the establishment at the same time as the positive case, and will provide guidance and support to those who may be advised to self-isolate.

Type of data collected

Along with the date and time of your arrival at your restaurant booking or planning meeting, we will collect the following personal data:

- your name; and
- contact telephone number

If you do not have a telephone number, you have the option to provide:

- a postal address; or
- an email address

Information about your health will not be requested or stored.

Lawful basis for collecting this data

Under data protection law, GDPR Article 6(1), we have a number of lawful bases that allow us to collect and process personal information. In this case, we have a "*legitimate interest*" that provides the lawful basis for processing your data.

Having a "*legitimate interest*" means that we can process your personal information if we have a genuine and legitimate reason and we are not harming any of your rights and interests.



Our legitimate reason for processing your data is to assist with the NHS Test and Trace Scheme in relation to the coronavirus public health epidemic.

Before sharing any information, we will carefully consider and balance any potential impact on you and your rights.

Data retention period

Your personal data will be retained only for the purposes stated in this privacy notice and will be held by us for no more than 3 weeks (21 days).

All personal data will be held and disposed of in a safe and secure manner.

Your rights

As defined in the data protection law, GDPR Article(s) 12-23, you have the following rights:

- the right to be informed about the collection and use of your personal data. This is outlined above.
- the right to erasure. If at any point within the 21 days after your visit you decide you'd like us to delete the personal data you provided, please advise us and we will delete all information related to you.
- the right to object to us processing your personal data. If you do so, we will delete all the personal data we hold in relation to you
- the right to rectification. If the information held is in any way incorrect, you can contact the data controller and request that the information be rectified.

In certain circumstances exemptions to these rights may apply. Further information is available on the Information Commissioner's Office website at:

www.ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/exemptions/

Complaint procedure

If you consider that your personal data has been misused or mishandled by us, you can raise a complaint by emailing SubjectAccessRequest.UKIE@ikea.com

If you remain dissatisfied you can make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Post: Information Commissioner's Office, Wycliffe House, Water Lane

Wilmslow, Cheshire SK9 5AF

Telephone: 0303 123 1113

Email: casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.