



# #ProtectNorthHighlands – Business FAQs

## **Is there any cost for using this service?**

No, the service is available to any business in Caithness and Sutherland absolutely free.

## **How do I sign up?**

Go to [protect.caithnesschamber.com](https://protect.caithnesschamber.com) using a computer or tablet device (**not** a mobile phone), and select the option “I am a Business”, then select “Business Sign Up”. You will first need to create a personal account, and once this is done you will be sent an email asking you to confirm your details.

*Note that visiting the site on a mobile phone will take you to the customer-facing site and you will be unable to sign up as a business in this way.*

Once you have clicked the link in the email to confirm, you will be asked to enter details for your business. We will then approve your account (this should take no more than 24 hours during the working week), and you will be able to log in and start using the service.

## **What do I get as part of the service?**

Once you have created an account, you will be given your own unique venue code and QR code, along with downloadable / printable assets:

- Window poster with QR code, venue code and link to the website
- Table card with QR code, venue code and link to the website
- FAQs for customers explaining how the service works

## **How do customers check in and out?**

Customers can simply point their mobile phone camera or QR scanner app at the QR code on the poster or table card and this will take them to the customer site. If they have not created an account before, they will be asked either to create one at this stage or to sign in as a guest.

If a customer is unable to scan the QR code, they can simply go to [protect.caithnesschamber.com](https://protect.caithnesschamber.com) and enter your four digit venue code to start the process that way.

Once a customer has checked in, they will then have a button visible on their screen to check out once they leave the venue, in line with Scottish Government’s request that this be tracked as well. If customers fail to or forget to check out manually, the system will automatically check them out at the end of the day.

While customers do not have to create an account to use the service, we would encourage them to do so as once they have done this they can quickly and easily check in and out of any participating venue.

If a customer does not have a mobile phone or is having trouble checking in themselves, you can check them in manually either through your dashboard or through a simple interface at [protect.caithnesschamber.com/addguest](https://protect.caithnesschamber.com/addguest).

### **Can I see details of customer check ins?**

The system does not allow businesses to view any of the personally identifiable information (name, phone number, email address, etc.) entered by customers. The service is designed to completely remove the burden of data protection for Test and Protect from participating businesses, allowing them to focus on offering a fantastic experience to their customers.

You are able to see how many customers have checked in during the past 24 hours – this is to allow for a common sense check against e.g. number of covers to ensure that customers are using the system.

All customer check in data is automatically deleted from the system after 21 days in line with data protection requirements for Test and Protect.

### **What do I do if I am contacted by NHS Test and Protect?**

Simply forward the request on to us at [protect@caithnesschamber.com](mailto:protect@caithnesschamber.com) and we will pull the relevant data from the system and pass this on directly to the NHS.