

Contact Tracing at the National Gallery of Ireland



9 June 2021

Reopening Forum

Jane Brennan, Legal & Compliance Manager

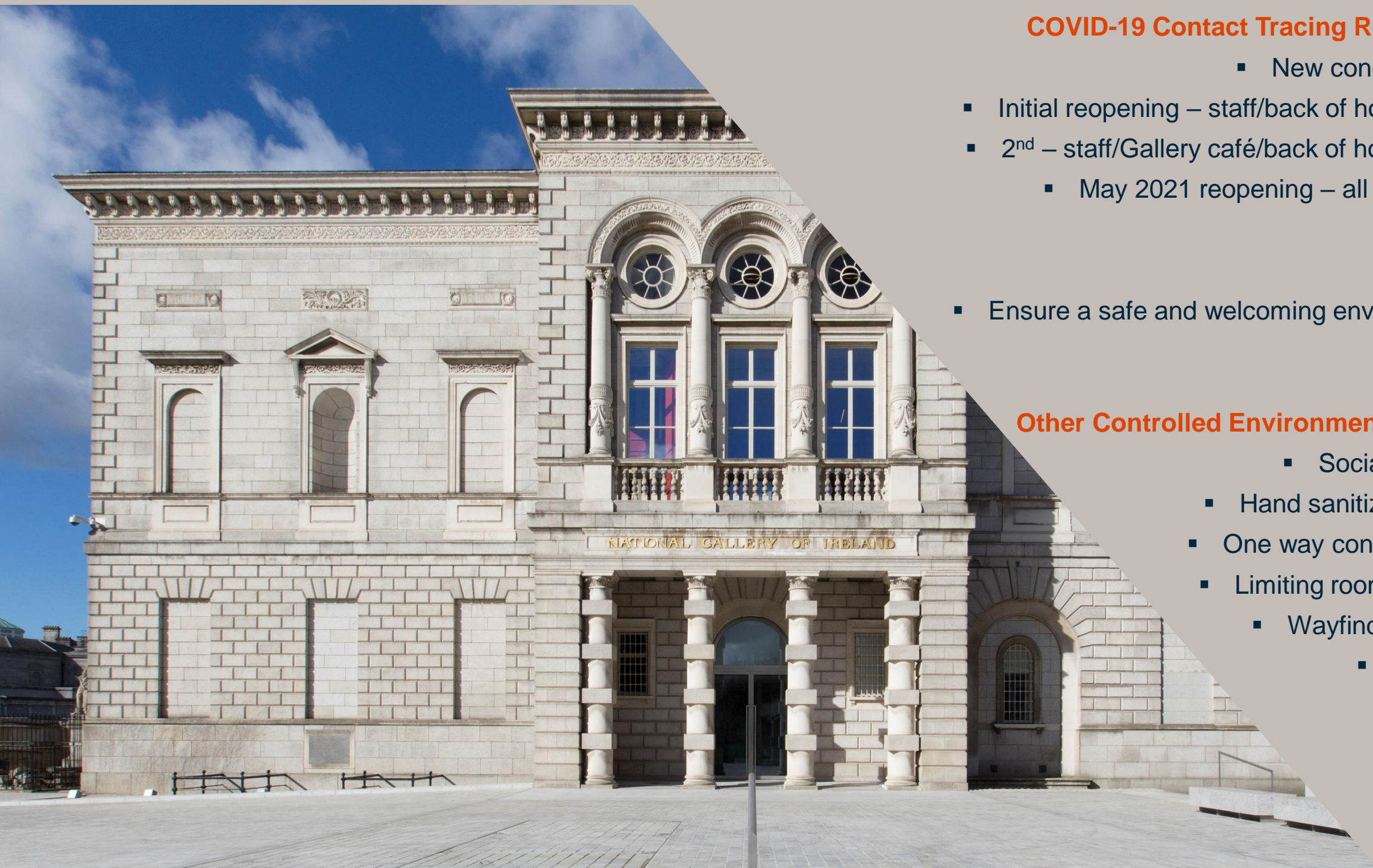
Ash Lynch, Gallery Assistant Team Leader

Agenda \

- Background & Objective
- Issues & Requirements
- Solution & Approach
- Key Steps
- Feedback to Date

Background \

Objective



COVID-19 Contact Tracing Requirement

- New concept in 2020
- Initial reopening – staff/back of house visitors
- 2nd – staff/Gallery café/back of house visitors
 - May 2021 reopening – all visitors/staff

Objective

- Ensure a safe and welcoming environment for our visitors

Other Controlled Environment Measures

- Social distancing
- Hand sanitizing stations
- One way control systems
- Limiting room capacities
 - Wayfinding/signage
 - Ventilation

Issues \ Requirements

Issues and Requirements

- “pen and paper” not an option (café solution) due to numbers (max 630+ visitors at any one time)
- Avoid congestion at entrances/direct contact with staff
- GDPR-compliant
- Appropriate use of technology where possible
- Data minimisation
- Data security
- Ease of reporting/extraction where data is to be shared with HSE
- Intuitive and easy to use for end users
- Integration to Gallery website

Solution \ Approach

Use of Ticketsolve

- Pre-existing service provider for box office & online ticketing services
- Visitors must now book a free general admission ticket via our website in advance
- Where there is an outbreak of COVID-19 in the Gallery, we provide certain limited information to the HSE for the purpose of contact tracing:
 - name
 - contact telephone number
 - number in party
 - date of visit



We're back - can't wait to see you!

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Where to start? Go back to first principles!

- **Purpose of processing:** what/whose data is being collected and why?
- **Nature and scope of processing:** how will you collect, use, store and delete data?
- **Data retention/minimisation:** one time users vs other users
- **Shared with 3rd parties:** HSE, Ticketsolve
- **Necessary and proportionate measure:**
 - Legal basis: Health & Safety legislation, public health interest
 - Appropriate use of technology
- **Data security:**
 - securely stored via Ticketsolve
 - accessible by designated staff only
 - internal protocols re onward delivery to HSE – sign off by 2 senior staff members

Key Steps \

Key Steps

- DPIA – signed off by senior management/assess under “first principles”
- Data processing agreement in place (part of Ticketsolve’s standard contractual documents)
- Updated Privacy Notice on website
- Updated online ticketing Ts&Cs
- Belt & braces: added note to start of ticket booking process re data retention for “one time users” (purged every 30 days) vs Ticketsolve account users undertaking other actions (held on account)



General Admission to National Gallery of Ireland

9 Jun 2021 — 30 Jun 2021

[National Gallery of Ireland](#)

Welcome back to the National Gallery of Ireland! In order to keep our visitors safe, we ask all our visitors to book a free general admission ticket. The booking process is short and will guarantee you entry on your chosen day. Each ticket can have a maximum of 6 people. Booking in advance will help the Gallery ensure a safe COVID visit, and contact tracing for COVID guidelines. This includes Friends of the National Gallery of Ireland. We look forward to your return to visit old favourites and meet some new ones, too.

Important Information as Regards Contact Tracing and Personal Data

To help to ensure a safe controlled environment for our visitors, you must book a free admission ticket via Ticketsolve in order to gain entry to the National Gallery of Ireland (a "General Admission Ticket").

During the registration process, you will also be asked for certain contact information so that we can (i) send you your entry tickets and (ii) comply with Secure Customer Authentication legislation.

Feedback to Date \

Positive Response

- Level of understanding amongst public – now part of everyday life/ensuring a safe and welcoming experience
- Over 18,000 visitors during May 2021 (open 10 May onwards)
- 80% of these visitors booked online in advance of their visit
- No show rate of 30% - lower than anticipated
- After initial evaluation, additional measures put in place:
 - timed ticketing on weekends (rather than daily ticket)
 - additional wayfinding route to make exit easier

Questions?

Thank you

