



HEIDELBERG UNIVERSITY'S GUIDE TO THE CORONAVIRUS-RELATED COLLECTING OF CONTACT DETAILS

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With this guide, Heidelberg University would like to support its staff and members in implementing the Corona Ordinance of the State of Baden-Württemberg and the Corona Ordinance on Degree-related Operations in their respective valid versions, particularly with regard to the required collection of contact details:

[Corona Ordinance of the State of Baden-Württemberg](#)

[Corona Ordinance on Degree-related Operations](#)

Requirement to collect contact details

In order to trace infection chains the university is – pursuant to §§ 8 Corona Ordinance, as appropriate in connection with § 7 Corona Ordinance on Degree-related Operations – required to collect the following details from all those present, particularly from visitors, users and participants at events: first and last name, address, date and time period of presence and telephone number. This requirement does not apply when and inasmuch as these details are already available. The university will meet all requirements relevant to data protection.

The above-mentioned contact details must be obtained for every single event and date regardless of whether it is one-off, e.g. examinations or meetings with external participants, or regular, e.g. weekly lectures.

In the case of events that are not attributable to degree-related activities, it is not necessary to obtain new contact details if at the same time the two following criteria have been verifiably fulfilled:

1. All participants are known and their current contact details are available (e.g. employees).
2. The attendance of all individuals is recorded in writing, e.g. through minutes of the event.

In addition to events, collecting contact details is required in all areas of the libraries and archives (a possible exception: picking up ordered media and returning them), in other academic departments and operational facilities with degree-related activities, as well as in learning areas and study rooms.

Persons who refuse to give their contact details shall be excluded from using the institute/facility or attending the event.

Communication

The need for collecting contact details must be communicated to all employees, visitors, users and participants at events as early as possible.

- In order to help with clear communication, a poster explaining the procedures in dealing with person-related details is available for downloading and printing in DIN A5, A4 or A3 format.
- It is best to communicate the rules personally and directly to your fellow staff members, but if this is not possible then do so e.g. by email.
- Please draw attention to the rules on the website of your institute/facility.
- Inform participants at events, particularly students, as early as possible, e.g. when publicising the dates of the event, in the context of the booking procedure or in an invitation.

Please choose your wording with reference to the text of the Corona Ordinance, the university website, the website of the occupational safety department or this guide.

[Poster "Information on the processing of personal data"](#)

[Occupational Safety Department: Working safely during the coronavirus pandemic \(DE\)](#)

Procedures for collecting contact details

The above-mentioned coronavirus-related collection of contact details will, wherever possible, be carried electronically by scanning a QR code when entering the room. The QR codes will first be produced for the lecture halls and seminar rooms; they can be printed in the desired size and – after a trial registration – at least one per room must be displayed very visibly in its entrance area. The link for downloading the QR code will be sent by email to the respective heads of institute/facility and Deans of Studies. In the centrally administered premises the posters will be distributed centrally. In centrally administered halls with fixed seating the data collection will be carried out by scanning at each seat, thereby implementing the seat-related QR code.

If QR codes are needed for other premises, they can be provided at short notice. A QR code must, in particular, be provided for every room used for lectures/classes and other degree-related activities. QR codes can be generated for all levels (e.g. area, room, table, seat). Just send the necessary information (building, floor, room number) and any technical queries to:

check-in@urz.uni-heidelberg.de

Each relevant user, visitor or attendee at an event who enters a room with electronic collection of contact details is required to bring along an electronic device with a scan function, e.g. a smartphone, to scan the QR code and enter their above-mentioned contact details in the relevant fields. In these rooms there will be no additional paper-based data collection. The electronic device used may be either the person's personal property or a "borrowed" device. Hence it is recommended to provide one for participants at who do not bring a functioning device with them, and to ask them to disinfect their hands before using it.

Up-to-date information about Check-in, the university's electronic tool for collecting contact details, is found on the website of the University Computing Centre. Amongst other things, it also shows alternative ways of registering and answers other frequently asked questions:

[More information on "Check-in"](#)

In addition, it is helpful with some mobile devices to actively save your own address details in the mobile browser in order to be able to key them in more quickly when using the Check-in. A guide to doing this with the usual browsers may be consulted on the Check-in website:

[Check-in: Saving address details in a mobile browser](#)

The data protection statement for the electronic collection of contact details is available online above the data entry interface.

If the public health authority requests information to trace infections, the university will centrally coordinate a compilation of the necessary contact details and thereby also the reading of the electronic data collection. The transfer of data to the health authority must take place within 24 hours of the request.

Only if an electronic collection of contact details is not possible due to specific circumstances will there be recourse to a paper-based data collection. Two forms for collecting contact details are available for downloading and printing:

[Form for collecting contact details of event participants](#)

[Form for collecting contact details of visitors and users](#)

The forms can be filled in by the respective facility in the (changeable) first part and then printed in the required quantity. Then only the second part needs to be filled out individually by the visitors, users and participants at the respective event.

The form for collecting contact details must be filled out before the person enters the rooms. It is recommended that you set up a table or stand for distributing the forms at the entrance of the venue, along with sufficient pens and sanitizer (disinfectant).

With every paper-based data collection, the data privacy statement should be displayed visibly for those signing to read. The data privacy information is available for you to download from the university website:

[Information on the processing of personal data to display with paper-based collection of contact details](#) (printable A5 to A3)

You are under no obligation to check on the correctness of the contact details or to check identity cards as proof of the identity of the participants.

On request of the authorities responsible, the paper-based data must be forwarded to them without delay. Any other use of the contact details is inadmissible.

Technical and organisational measures for data protection

With a paper-based collection of contact details, you are kindly asked to collect the signed forms in a receptacle that can be sealed and is inaccessible to third parties. Secure the receptacle while collecting the contact details, and ensure that during transport and subsequent storage

- the receptacle is firmly closed
- the receptacle cannot be removed by unauthorised persons and/or it remains under supervision
- it is not possible at any time for unauthorised persons to see or change the contact details.

The loss of these details constitutes a data protection incident that must be reported.

In accordance with the Corona Ordinance, the contact details must be destroyed after four weeks. Please do not dispose of them by means of a regular waste paper bin; use only the data protection containers available across the university.

The person responsible for the event or facility is responsible for compliance with all the above procedures.

If you have any questions you can, as usual, reach the university's Corona Service Portal by phone on 06221 – 54 19191 or by email at service.corona@uni-heidelberg.de.

Your concerns will be dealt with directly there, or passed on to the contact persons responsible.