



Information Governance Team

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31 July 2019

Dear Sir/Madam.

**Freedom of Information Act 2000 (FOIA)
Request ID: REQ05927**

Thank you for your request for information relating to visitor management record.

You have requested the following information:

1. Do you currently record details of visitors attending your council offices?

We do not routinely keep records of visitors to the Customer Service Centre as this is a public building.

If visitors come for meetings or business purposes, then their details are recorded for Fire Safety purposes.

For visitors attending One Friargate, the main Council offices, an electronic system Condeco is used for recording visitor details as well as bookings.

a. What details do you record?

The details recorded include name, organisation the individual is from, the employee they are attending the office to meet and the times they enter and leave the premises.

b. Do you do this electronically or on paper?

Both paper and electronically.

c. How long are the details kept?

The electronic information is currently retained on the Condeco system at One Friargate in the event of an individual making a claim against the Council for personal injury. Such claims can be made up to three years from the date of an incident although we would advise that this system has only been in use for 18 months.

In relation to any paper records that local offices record, the information is held until the last visitor has signed out with a leaving time after which, the record is destroyed securely in line with GDPR.

d. Is your method of visitor recording GDPR compliant?

Yes.

e. How much per annum does the visitor recording method you use cost the council?

In relation to paper records we can confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. Sign in sheets are often printed as required thus the costs will be part of the overall printing costs.

In relation to Condeco the cost per annum is £30,000.

2. Do you currently record details of staff attending your council offices?

We do not routinely record details of staff visiting Council offices where they have access clearance to the office. However, if the member of staff does not have access clearance then the staff member's details are recorded as per question 1.

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours sincerely

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