# **General contact tracing FAQS**

## Where can I find out more about the Ministry of Health’s contact tracing app?

* The Ministry of Health has announced an upcoming contact tracing app.
* The app has been launched and available to download, it can be viewed at [www.health.govt.nz/NZ-COVID-Tracer](http://www.health.govt.nz/NZ-COVID-Tracer)
* Further information about the app is available at [www.health.govt.nz/NZ-COVID-Tracer/QAAs](http://www.health.govt.nz/NZ-COVID-Tracer/QAAs)

## What if my staff/customers/visitors have issues with the app when it’s available?

* If you have questions about the app when it is available or your staff/customers/visitors are experiencing issues, there will be information available on the Ministry of Health website to help. This information will be available once the app is launched: [www.health.govt.nz/NZ-COVID-Tracer/QAAs](http://www.health.govt.nz/NZ-COVID-Tracer/QAAs)
* If you have questions about an alternative contact tracing app please contact the business or service supporting that app.

## Do I have to use the app / do customers have to use the app?

* No - technical solutions like the Ministry of Health’s app are just one part of contact tracing and are designed to support rather than replace existing contact tracing processes.
* If you have existing manual or digital contact tracing processes in place that are effective, you can continue to use these.
* For more information about alternative contact tracing methods [visit the Government’s central COVID-19 website.](https://covid19.govt.nz/)

# **Business Connect – Location Registration**

## What is Business Connect? How do I register?

* Business Connect is an online platform that allows businesses to apply for things like licences, permits and registrations from different government agencies in one place.
* [Find out more about Business Connect and register for their online services.](https://businessconnect.govt.nz/register/)
* To register with Business Connect, you’ll need:
  + [a RealMe login](https://www1.logon.realme.govt.nz/cls/logon.logon?cid=1) (RealMe login required only, RealMe Verification is not required)
  + [a New Zealand Business Number (NZBN) and access to your NZBN profile](https://www.nzbn.govt.nz/) (note, all registered businesses, including companies and Incorporated Societies, have already been allocated an NZBN).
  + [authority over your business.](https://www.companiesoffice.govt.nz/covid-19/authority/)

## Do I have to register the location of my business premises?

* You do not have to register your premises on Business Connect.
* If you have existing manual or digital contact tracing processes in place that are effective, you can continue to use these.
* [Find out more about Business Connect and register for their online services.](https://businessconnect.govt.nz/register/)

## Can I register more than one premises associated with my business or organisation? Can I print off posters for each of my premises?

* Yes you can have multiple premises associated with one business or organisation.
* When you log into Business Connect and start the location registration process, follow the on screen instructions and enter your details as prompted.
* The Business Connect location registration process will then let you generate a unique poster for each of your premises, that people can scan using the Ministry of Health’s contact tracing app.
* The posters provide QR scan codes that the app identifies as a location, but they do not hold or transmit any personal or privacy details about anyone or the business itself.

## Why do I have to go through these processes?

* The reason there is a registration process is to ensure there is high integrity and appropriate privacy safeguards, based on an international standards for contact tracing. As NZBN and the associated location are created using Global Location Numbers through GS1, it meets this requirement. More details about GLN’s can be found [here](https://www.nzbn.govt.nz/whats-an-nzbn/about/).
* Most company addresses are for legal purposes and often may not be their physical location
* Also, as some businesses will have multiple addresses, Business Connect allows the creation of as many sub-numbered (through GLN’s) locations that a business might need. These are then linked to their number on the NZBN register. These GLN locations allows Business Connect to generate as many unique QR Posters as a business requires.

## I can’t open and/or download the poster to print

* The posters generated by Business Connect are PDFs, so you’ll need an application installed on your computer that can read PDF documents e.g. Adobe Reader.
* We recommend you check your browser settings to see if these are blocking you from opening/downloading the PDF.
* There’s more information about opening and downloading PDF documents on [Adobe’s website.](https://helpx.adobe.com/nz/acrobat/using/display-pdf-in-browser.html)

## My staff/customers/visitors are having problems scanning my contact tracing poster

* We’d recommend re-printing the poster (or asking someone to do this for you) to see if this helps resolve the problem.
* The QR code on the poster generated by Business Connect should work for people using the Ministry of Health contact tracing app.
* Other contact tracing apps may not have been developed to work with the QR codes generated by Business Connect.
* If you have existing manual or digital contact tracing processes in place that are effective, you can continue to use these.

## Who are GS1 New Zealand? What’s a Global Location Number (GLN)?

* GS1 New Zealand is a global family of not for profit, member-owned organisations. They work with organisations to share accurate information with their communities to streamline the way they work.
* This is done through global standards and solutions, including unique identifiers, traceability tools and data sharing systems.
* GS1’s role in the COVID-19 contact tracing system is to provide Global Location Numbers (GLNs) to businesses. The GLN is a 13 digit globally unique number.
* These GLNs will be used to create posters with unique QR codes that people can scan to help log and track their movements, to help with contact tracing in New Zealand. The QR codes will have GLN data encoded.
* Location data will only be saved on a person’s phone, to ensure privacy. If a person is affected by COVID-19, they may upload their location data, allowing the Ministry of Health to alert others who have visited the same location.
* COVID-19 contact tracing posters with GLNs are only available to registered NZBN entities.
* You can find out more by visiting the [GS1 New Zealand website.](https://www.gs1nz.org/)