

JAY INSLEE
Governor



STATE OF WASHINGTON
Office of the Governor

TO: Interested Stakeholders

FROM: Governor Jay Inslee

DATE: May 15, 2020

SUBJECT: Revising Customer Log Requirements

This memorandum serves to clarify any requirement in a COVID-19 safety plan that businesses maintain logs of customers' contact information. "Safety plans" are the documents attached to the phased re-opening proclamations and memoranda.

Effective today, May 15, 2020, I am no longer *requiring* customers to provide a business with contact information, and businesses should not condition service on a customer's unwillingness to do so. Businesses are still obligated to maintain a customer log of those who voluntarily provide their information.

The purpose of the log is to notify individuals if they have been exposed to COVID-19. The information will only be shared with public health officials if you are exposed. Public health officials will contact you to explain the risk, answer your questions and provide resources. This information will not be used for any other purpose, including sales or marketing. If this list is not used within 30 days, it will destroy it.

Businesses may use this [template](#) to collect contact information, including time and date, name, phone number, and email address.

General questions about how to comply with safety practices can be submitted to the state's Business Response Center at <https://app.smartsheet.com/b/form/2562f1caf5814c46a6bf163762263aa5>.

All other violations related to Proclamation 20-25 can be submitted at <https://bit.ly/covid-compliance>.