

English	Chinese Traditional (Cantonese)
Collecting and storing customer information in COVID-19	冠狀病毒病(COVID-19)期間收錄及保存顧客資料
As a business owner, you may need to request the personal information of customers to help ACT Health workers find people who have visited your business if someone who works for you or one of your customers tests positive for COVID-19.	作為商主，你可能需要徵詢顧客的個人資料，以便在某一員工或顧客檢測冠狀病毒病的結果呈陽性時，你可以幫助首都區衛生部(ACT Health)追尋有哪些人光顧過貴商鋪。
This guideline will help you manage the privacy of customers' personal information in a way that meets privacy law and good privacy practice.	本指南幫助閣下以符合標準的方式收管顧客個人資料，此標準既符合私隱法規定，亦是處理私隱的良好做法。
Collecting and storing information about customers is something many businesses already do. For example, businesses store and collect information when taking bookings, fulfilling orders, taking payments and confirming appointments.	收錄及保存顧客資料是許多商家已經在做的事情。例如，在接受預訂、填寫訂單、收取款項及確認預約時，商家們都是在保存及收錄資料。
If you provide a health service or your business has an annual turnover of more than \$3 million per year, you must comply with the Privacy Act 1988 (Cth) in the way that information is collected, used and disclosed. For more information please contact the Office of the Australian Information Commissioner: www.OAIC.gov.au	假如你的業務是衛生健康方面的，或每年的營業額超過 300 萬澳元，你則必須遵循《私隱法 1988(Cth)》(Privacy Act 1988(Cth))規定的收錄、使用及披露資料的條例。詳情可聯繫「澳洲資料專員辦公室」(Office of the Australian Information Commissioner): www.OAIC.gov.au
Even if your business is not covered by the Privacy Act, it is good privacy practice to tell people why you are asking for the information, who will have access to it, how it will be kept safe and make sure you stick to those rules.	即使貴業務不在《私隱法》(Privacy Act)涵蓋之內，良好的做法仍然是向顧客說清楚為何你需要他們的資料、哪些人可以取閱這些資料、你將如何保證資料的安全，並確保你會嚴守這些規定。
Requirement to ask for contact information	徵詢聯繫資料的規定

<p>During the declared COVID-19 emergency, the ACT Chief Health Officer has powers under the Public Health Act (1997) to make any directions necessary to assist in containing, or responding to, the spread of COVID-19 within the community.</p>	<p>在被宣佈為緊急情況的冠狀病毒病(COVID-19)期間，首都區首席衛生官 (ACT Chief Health Officer)在《公共衛生法 1997》(Public Health Act(1997))規定下有權頒佈指示，以協助遏制或應對冠狀病毒在社區內的傳播。</p>
<p>These directions may be updated as the situation changes. The Public Health (Emergency) Directions can be found at https://legislation.act.gov.au/ni/2020-153/.</p>	<p>這些指示可能會隨情況變化而更新。「公共衛生(緊急情況)指示」(Public Health (Emergency) Directions)詳情可見於 https://legislation.act.gov.au/ni/2020-153/。</p>
<p>Under the Chief Health Officer’s Public Health Directions, some businesses now need to request contact information from their customers, for use in contact tracing.</p>	<p>在首席衛生官(Chief Health Officer)的「公共衛生指示」(Public Health Directions)規定下，某些商企現在必須向顧客徵詢聯繫資料，以用於接觸順查(contact tracing)。</p>
<p>As of (11.59pm, 29 May 2020) businesses in the ACT that need to request the first name and contact number of every patron or attendee (including those under 18 years of age) include:</p>	<p>自 2020 年 5 月 29 日晚上 11:59 時始，首都區(ACT)內以下商企均須向每位賓客或出席人(含 18 歲以下人士)徵詢名字及聯繫號碼:</p>
<ul style="list-style-type: none"> • restaurants, cafés and other hospitality venues • gyms, health clubs, fitness or wellness centres • yoga, barre, pilates and spin facilities • boot camps and personal trainers • auction houses • real estate auctions, display homes and open house inspections • funerals and wedding ceremonies • nail salons, beauty therapy, tanning and waxing services • tattoo and body modification parlours; and • day spas and non-therapeutic massage services. 	<ul style="list-style-type: none"> • 餐館、咖啡館及其他餐飲招待場所 • 健身房、健身俱樂部、健美或康體中心 • 瑜伽、運動塑形、普拉提及旋轉設施 • 訓練營及個人教練 • 拍賣行 • 房地產拍賣、展覽、屋宇觀睇 • 喪奠及婚慶儀式 • 美甲沙龍、美容療法、美黑及蠟脫服務

	<ul style="list-style-type: none"> • 紋身及身體修整廊；以及 • 日間水療及非治療性按摩服務。
If you receive the information, you should also record the date and time the person attended the business or undertaking. This is also needed for contact tracing.	假如顧客提供資料，你則應記下該人士光顧貴商鋪或前來公幹的日期及時間。這兩者都是順查接觸者必需的。
You are not required to verify this information or ask for identification. Patrons and attendees can decline to provide you with this information. If they do decline, you cannot refuse them service or entry on that basis.	你無須驗證對方給你的資料，或查看其身份證。賓客及出席人可以婉拒向你提供資料。假如對方婉拒，你不得以此為由而不予接待或不予進入貴商鋪。
The purpose of collecting personal information	收錄個人資料的目的
You need to collect this information to help authorities in tracing infections of COVID-19 if they occur.	貴商鋪須收錄這些資料，以幫助有關機構在有冠狀病毒病出現的情形下能順查感染的來源。
In many cases businesses will already be collecting this information for bookings or memberships. It is important to let customers know that their personal information may also be used for contact tracing if requested by health authorities	在多數情況下，因預訂或登記會員之需，商家們是已經在收錄此類資料的。非常重要的一點是，須同時亦讓顧客知道，若衛生當局提出要求，他們的個人資料將會被用於順查接觸人士。
How to protect customer privacy	如何保護顧客私隱
To comply with privacy laws and good privacy practice:	要遵循私隱法及良好私隱處理習慣，貴商號應該：
1. You should let people know before you collect the information for contact tracing.	1. 事先聲明資料是用來順查接觸人士的。

<p>You should tell the customer what information you are collecting, how you will use it and how and when you will destroy it. You can do this by putting up a notice at your business and on your website that explains the information when you talk to your customer or client. Some examples are provided later in this document.</p>	<p>你應該讓顧客知道，你須收錄哪些資料、將如何使用這些資料、將何時及何種方式銷毀這些資料。要做到這一點，你可以把向顧客或客戶解釋的詳情張貼在商鋪內或登載至網站上。本文稍後有這類通知範例。</p>
<p>2. You should securely store this information once you have collected it.</p>	<p>2. 收錄後應慎重保存資料。</p>
<p>You should take steps to make sure that the information is kept securely and that it is not accessed by people who aren't authorised to have the information.</p>	<p>你應該制定有關措施，確保資料的安全而不會落到無權取閱該資料的人的手上。</p>
<p>3. You should only provide this information to relevant health authorities where requested.</p>	<p>3. 祇應在相關衛生當局要求下提供這些資料。</p>
<p>Contact tracing is only done by health authorities, and you should only disclose the information to health authorities when they request it for contact tracing purposes.</p>	<p>接觸順查的工作祇由衛生當局進行，你祇應在衛生當局出於接觸順查的目的要求時透露這些資料。</p>
<p>4. You should not disclose the information to anyone else. This means you should not give this information to other entities unless the customer has agreed to this sharing, or you are required to by law.</p>	<p>4. 你不應向其他人透露資料。這意味著，你不應將資料轉交至其他機構，除非該顧客已同意分享，或某一法令要求你這樣做。</p>
<p>5. You should destroy this information after 28 days.</p>	<p>5. 28 天後銷毀資料。</p>
<p>You should destroy the information after 28 days. Delete all electronic files. If a paper copy of the information is kept it should be destroyed securely – eg. by shredding. Don't put it in a rubbish bin or recycling bin.</p>	<p>你應在 28 天後銷毀資料。刪除所有電子文檔。假如有保存在紙張上的資料，則應安全地銷毀 -- 如使用碎紙機。切勿把資料棄置至垃圾桶或回收桶內。</p>

6. You should still comply with any other legal record keeping obligation that you might have.	6. 遵循其他可能會有的法律規定的資料保存責任。
Where can I get more information?	在哪裏可以獲得更多有關資訊?
The Office of the Australian Information Commissioner can provide more information about privacy obligations: www.OAIC.gov.au . For the latest information about the COVID-19 emergency in the ACT, please go to https://www.covid19.act.gov.au	「澳洲資料專員辦公室」(Office of the Australian Information Commissioner)可提供有關私隱責任的更多資訊： www.OAIC.gov.au 。首都區冠狀病毒病緊急情況的最新資料可見於 https://www.covid19.act.gov.au
Sample notices	通知範例
Below are some examples of notices you could use to inform your customer.	以下為一些通知範例，可作通告顧客之用。
Information requested for COVID-19 Contact tracing	用於冠狀病毒病接觸順查的資料詢求
The ACT Public Health Emergency Directions require us to request your first name and phone number to allow for contact tracing, in case a client or staff member tests positive for COVID-19. This is to protect your health and safety and others in our community.	應「首都區公共衛生緊急情況指示」(ACT Public Health Emergency Directions)規定，本商鋪須徵詢閣下之名字及電話號碼，萬一有顧客或員工確檢冠狀病毒病(COVID-19)呈陽性時，此資料將有助接觸順查。此舉完全是為了保護閣下及社區內其他人士的健康及安全。
We will only disclose your information to health authorities if they request us to do so following a positive COVID-19 test.	本商鋪祇有在出現了冠狀病毒病確檢陽性後應衛生當局的要求下才會透露閣下的資料。
We will store your personal information securely and destroy it when no longer needed.	我們將慎重安全地保存你的個人資料，並於不再需要時予以銷毀。
Or (where this information is already being collected for other purposes)	或(若此資料因其他目的已被收錄)

<p>The ACT Public Health Emergency Directions require us to request your first name and phone number to allow for contact tracing, in case a client or staff member tests positive for COVID-19. This is to protect your health and safety and others in our community.</p>	<p>應「首都區公共衛生緊急情況指示」(ACT Public Health Emergency Directions)規定，本商鋪須徵詢閣下之名字及電話號碼，萬一有顧客或員工確檢冠狀病毒病(COVID-19)呈陽性時，此資料將有助接觸順查。此舉完全是為了保護閣下及社區內其他人士的健康及安全。</p>
<p>Please be aware that this personal information you provide to us for booking or other purposes may be used for contact tracing if required by health authorities.</p>	<p>請注意，閣下為預訂或其他目的而向本商鋪提供的個人資料，若應衛生當局要求，則可能會用於接觸順查。</p>
<p>We will not disclose this information to anyone other than health authorities if they request this information, or unless you have otherwise agreed. The information will be stored securely and disposed of securely when no longer required.</p>	<p>除衛生當局之外，本商鋪不會透露閣的資料予任何人，除非你事先首肯。本資料將會被慎重保存，並於不再需要時予以銷毀。</p>