

English	Chinese Simplified (Mandarin)
<b>Collecting and storing customer information in COVID-19</b>	<b>在 COVID-19 疫情中收集和存储顾客信息</b>
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.	作为生意业主，您可能需要获取顾客的个人信息，这样如果您的员工或顾客中有人 COVID-19 检测结果呈阳性，就可以帮助首都领地卫生部 ( ACT Health ) 的工作人员找到那些去过您店里的人。
This guideline will help you manage the privacy of customers' personal information in a way that meets privacy law and good privacy practice.	本指南将帮您管理顾客个人信息的隐私，以符合隐私法和保护隐私的良好做法。
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.	收集和存储有关客户的信息是很多企业已经在做的事。比如不少企业会在接受预订、履行订单、接受付款和确认预约时存储和收集信息。
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: <a href="http://www.OAIC.gov.au">www.OAIC.gov.au</a>	如果您提供卫生服务或您的企业年营业额超过 300 万澳元，您必须遵守《1988 年 ( 英联邦 ) 隐私法 [Privacy Act 1988 (Cth)] 》对收集、使用和披露信息的规定。欲了解详情，请联络澳大利亚信息专员办公室 ( Office of the Australian Information Commissioner ) : <a href="http://www.OAIC.gov.au">www.OAIC.gov.au</a>
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.	即使您的企业不受《隐私法 ( Privacy Act ) 》约束，保护隐私的良好做法也要求您告诉人们您为什么要获得这一信息，谁会访问信息，如何安全地保管信息，并确保您遵守相关规定。
<b>Requirement to ask for contact information</b>	<b>询问联络信息的规定</b>

<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>在宣布实行 COVID-19 紧急状态期间，首都领地首席卫生官 ( ACT Chief Health Officer ) 有权根据《1997 年公共卫生法[Public Health Act (1997)]》发出任何必要的指令来帮助遏制 COVID-19 在社区的传播或对疫情传播做出反应。</p>
<p>These directions may be updated as the situation changes. The Public Health (Emergency) Directions can be found at <a href="https://legislation.act.gov.au/ni/2020-153/">https://legislation.act.gov.au/ni/2020-153/</a>.</p>	<p>这些指令可能会随情况变化而更新。公共卫生 ( 紧急 ) 指令[Public Health (Emergency) Directions] 可在此查到： <a href="https://legislation.act.gov.au/ni/2020-153/">https://legislation.act.gov.au/ni/2020-153/</a>。</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>根据首席卫生官的公共卫生指令 ( Chief Health Officer’s Public Health Directions ) ，部分企业现在需要索要顾客的联络信息用于追踪接触者。</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>从 ( 2020 年 5 月 29 日晚上 11 点 59 分 ) 起首都领地 ( ACT ) 需要索要每位顾客或出席者 ( 包括 18 岁以下人士 ) 名字和联络号码的企业包括：</p>
<ul style="list-style-type: none"> <li>• restaurants, cafés and other hospitality venues</li> <li>• gyms, health clubs, fitness or wellness centres</li> <li>• yoga, barre, pilates and spin facilities</li> <li>• boot camps and personal trainers</li> <li>• auction houses</li> <li>• real estate auctions, display homes and open house inspections</li> <li>• funerals and wedding ceremonies</li> <li>• nail salons, beauty therapy, tanning and waxing services</li> <li>• tattoo and body modification parlours; and</li> <li>• day spas and non-therapeutic massage services.</li> </ul>	<ul style="list-style-type: none"> <li>• 餐厅、咖啡馆和其他餐饮场所</li> <li>• 健身房、健身俱乐部、健身或保健中心</li> <li>• 练瑜伽、barre 健身操、普拉提和室内健身单车的设施</li> <li>• 新手训练营和私人健身教练</li> <li>• 拍卖行</li> <li>• 房地产拍卖、样板房展示和看房开放</li> <li>• 葬礼和婚礼仪式</li> <li>• 美甲沙龙、美容、美黑和脱毛服务</li> <li>• 纹身和身体修饰店；以及</li> <li>• 日间水疗和非治疗性的按摩服务。</li> </ul>

<p>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.</p>	<p>如果您收到信息，您还应记录此人到访生意或企业的日期和时间。这也是出于追踪接触者的需要。</p>
<p>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.</p>	<p>您无需验证这一信息或要求查看身份证件。顾客和出席者可以拒绝向您提供该信息。如果他们拒绝，您可以以此为由拒绝提供服务或将他们拒之门外。</p>
<p><b>The purpose of collecting personal information</b></p>	<p><b>收集个人信息的目的</b></p>
<p>You need to collect this information to help authorities in tracing infections of COVID-19 if they occur.</p>	<p>您需要收集这一信息帮助当局在发生 COVID-19 感染时追踪感染。</p>
<p>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</p>	<p>在很多情况下，很多企业因为预订或会籍已经在收集此信息。重要的是告知顾客，如果卫生部门提出要求，他们的个人信息可能还会被用于追踪接触者</p>
<p><b>How to protect customer privacy</b></p>	<p><b>如何保护顾客的隐私</b></p>
<p>To comply with privacy laws and good privacy practice:</p>	<p>为符合隐私法和保护隐私的良好做法：</p>
<p>1. You should let people know before you collect the information for contact tracing.</p>	<p>1. 您应当在收集信息前告知人们收集信息是为了追踪接触者。</p>
<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 will explain to people that you are collecting information for contact tracing. Some examples are provided later in this document.</p>	<p>您应当告知顾客您收集的是哪些信息，会用这些信息做什么，以及会在何时怎样销毁信息。您可以在店内和企业网站上张贴标识，解释收集信息是为了追踪接触者。本文件还在后面提供了一些范例。</p>
<p>2. You should securely store this information once you have collected it.</p>	<p>2. 收集到信息以后您应安全存储信息。</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.	您应当采取措施，确保信息被安全保管并确保未经授权的人不能访问信息。
3. You should only provide this information to relevant health authorities where requested.	3. 您只应在相关卫生部门提出要求时，向对方提供这一信息。
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.	追踪接触者仅由卫生部门负责，您只应在卫生部门以追踪接触者为由提出要求时，向对方披露信息。
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.	4. 您不应将这一信息披露给其他任何人。这意味着您不应把此信息给其他实体，除非顾客同意分享信息或法律要求您这么做。
5. You should destroy this information after 28 days.	5. 您应在 28 天后销毁这一信息。
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.	您应在 28 天后销毁信息。删除所有的电子文件。如果保管的是纸质记录，应当安全地予以销毁 – 比如粉碎销毁。不要把纸丢进垃圾桶或废品回收箱。
6. You should still comply with any other legal record keeping obligation that you might have.	6. 您仍然应该遵守您可能有的保留其他法律记录的义务。
<b>Where can I get more information?</b>	<b>可以从哪获得更多信息？</b>
The Office of the Australian Information Commissioner can provide more information about privacy obligations: <a href="http://www.OAIC.gov.au">www.OAIC.gov.au</a> . For the latest information about the COVID-19 emergency in the ACT, please go to <a href="https://www.covid19.act.gov.au">https://www.covid19.act.gov.au</a>	澳大利亚信息专员办公室 ( Office of the Australian Information Commissioner ) 可就保护隐私的义务提供更多相关信息： <a href="http://www.OAIC.gov.au">www.OAIC.gov.au</a> 。欲查看首都领地的 COVID-19 紧急状态最新信息，请访问： <a href="https://www.covid19.act.gov.au">https://www.covid19.act.gov.au</a>
<b>Sample notices</b>	<b>标识范例</b>
Below are some examples of notices you could use to inform your customer.	以下是一些您可以用来告知顾客的标识范例。

<b>Information requested for COVID-19 Contact tracing</b>	<b>为追踪 COVID-19 接触者要求提供的信息</b>
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.	首都领地的公共卫生紧急指令 ( ACT Public Health Emergency Directions ) 要求我们索要您的名字和电话号码，这样一旦顾客或员工中有人 COVID-19 检测呈阳性，就可以追踪接触者。这么做是为了保护您的健康和 safety 并保护我们社区中的其他人。
We will only disclose your information to health authorities if they request us to do so following a positive COVID-19 test.	我们只会在发现有人 COVID-19 检测结果呈阳性，卫生部门向我们提出要求时向对方披露您的信息。
We will store your personal information securely and destroy it when no longer needed.	我们会安全地存储您的个人信息并在不再需要时销毁信息。
<b>Or (where this information is already being collected for other purposes)</b>	<b>或者 ( 在已经因为其他目的而收集这一信息的情况下 )</b>
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.	首都领地的公共卫生紧急指令 ( ACT Public Health Emergency Directions ) 要求我们索要您的名字和电话号码，这样一旦顾客或员工中有人 COVID-19 检测呈阳性，就可以追踪接触者。这么做是为了保护您的健康和 safety 并保护我们社区中的其他人。
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.	请注意，如果卫生部门有需要，您为预订或其他目的提供给我们的该个人信息可能会被用来追踪接触者。
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.	我们不会向卫生部门以外的任何人披露该信息，只有卫生部门提出要求或除非您同意，我们才会披露信息。信息会安全存储并在不再需要时安全地予以销毁。