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| English | Chinese Traditional (Cantonese) |
| **Collecting and storing customer information** | **收錄及儲存顧客資料** |
| As COVID-19 restrictions ease around Australia, contact tracing will remain an important tool to control the spread of the virus. | 隨著澳洲各地放寬COVID-19的防控措施，追踪接觸者將仍是控制病毒傳播的重要工作。 |
| The Public Health Directions state that a number of businesses and undertakings are required to ask all clients for their firstname and phone number, and record these details, along with the date and time they attended the venue. Details can be destroyed after 28 days. If you are unsure if your business needs to keep these records please view the Public Health Directions. | 在《公共衛生指示》中申明，許多商企和業務必須要求所有前來的客戶提供名字及電話號碼，並連同他們在場所内逗留的日期與時間等資料全部記錄下來，這些資料可以在 28天後銷毀。 如果你不確定自己的業務是否需要保留這些紀錄，請查看《公共衛生指示》。 |
| Under the Public Health Directions, if businesses are applying the one person per two square metres rule in their venue, they are required to use the Check In CBR app to collect patron contact details. You can find out more about the Check In CBR app below. | 根據《公共衛生指示》，如果商企在其場所實行每2平方米僅容1人的規定，則必須使用 Check In CBR 應用程式來收集顧客的聯絡資料，你可以在下面找到有關 Check In CBR 應用程式的詳細資訊。 |
| This factsheet provides information about how to manage the privacy of customers’ personal information in a way that meets privacy law and good privacy practice. | 這份概況說明書提供有關如何以符合私隱法和妥善保護私隱的方式，來處理顧客個人資料的私隱。 |
| Collecting and storing information about customers is a standard practice for many businesses. For example, businesses commonly store and collect information when taking bookings, fulfilling orders, taking payments and confirming appointments. | 收集和儲存顧客資料是許多商企的標準做法；例如，商企在接受預訂、履行訂單、收款和確認預約時，通常都會收集和儲存資料。 |
| Health services and businesses with an annual turnover of more than $3 million per year 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](http://www.OAIC.gov.au) | 年營業額超過$300萬的醫療服務和企業必須遵守1988年私隱法（聯邦）下有關收集、使用和披露資料的規定。詳情請聯繫澳洲資訊專員公署（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. | 即使你的業務不涵蓋在《私隱法》之內，如你向顧客表明為何你需要他們的資料、哪些人可以取得這些資料、你將如何保障資料安全儲存及確保嚴守這些規定，都會是維護私隱的良好做法。 |

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| **How should the information be collected?** | **應該如何收集資料？** |
| ACT Health’s strong preference is that all businesses and venues use the [Check In CBR app](https://www.covid19.act.gov.au/business-and-work/check-in-cbr) to collect customer information.  | 首都領地衛生部強烈建議所有商企和場所都使用Check In CBR app 這個應用程式來收集顧客的資料。 |
| We understand the process of collecting information from every patron is time-consuming, and your effort is acknowledged and appreciated as we work together to slow the spread of COVID-19. | 我們知道要從每位顧客那裏收集資料，這過程是非常耗時的。我們感謝你的努力，讓大家共同合作來減緩COVID-19的傳播。 |
| Fast access to accurate and complete records helps ACT Health to quickly alert people who may have been in contact with COVID-19 if required. | 能夠快速取得準確和完整的紀錄，在有需要時便能有助首都領地衛生部迅速警告可能曾經接觸過COVID-19感染者的人。 |
| Most customers are now aware of the requirements for businesses to request patron details for contact tracing, and patrons are happy to oblige; however, some may have privacy concerns.  | 大多數顧客現已意識到商企會要求他們提供個人資料，以作為追踪接觸者之用，而顧客們也很樂意這樣做，但有些顧客或許會有私隱方面的顧慮。 |
| For example, an A4 notebook left out the front of a restaurant with all seated guests’ details on display for the next person to see, copy, take a photo of; or handing over an electronic device for patrons to enter their own information, is highly discouraged. | 例如，在餐廳入口處放下一本A4筆記本，上面寫有所有已入坐顧客的資料，而下一個進來的人可以看到、複製或拍照；又或是餐廳向顧客提供一個電子設備，讓他們輸入自己的資料；這些都是當局極不鼓勵的做法。 |
| Physical and electronic security must be considered to help guarantee that your patrons’ personal information is secure and the workspace can facilitate good privacy practices.  | 實物與電子兩方面的安全措施都必須作出妥善考慮，才能有助保證顧客的個人資料安全及工作區可以做到良好的私隱保密工作。 |
| **Check In CBR app required for those applying the one person per two square metre rule indoors** | **當場所實施室內每2平方米僅容1人的規定時，必須使用 Check In CBR 應用程式。** |
| Venues wanting to have one person per two square metres of usable space indoors must be using the Check In CBR app tocapture patron contact details. | 如果場所想使用在室內每2平方米可用空間僅容1人的措施，便必須使用 Check In CBR 應用程式，來取得顧客的聯繫資料。 |
| The Check In CBR app is a contactless, secure and convenient way for customers to sign into a Canberra venue. | 顧客在進入坎培拉某個場所時，使用 Check In CBR 應用程式來簽到，是一種非接觸、安全及便捷的方式。 |
| The app enables individuals to check-in to venues and have their data stored securely with ACT Health in the event contact tracing is needed. | 各人可以利用這應用程式在不同的場所簽到，所登記的數據會由首都領地衛生部安全地儲存，並在有需要時作追踪接觸者之用。 |
| The app removes the administrative burden from businesses and is free of charge to set up and use for both businesses and customers. | 該應用程式除去商企在行政上的負擔，商企和顧客都可免費設置和使用這應用程式。 |
| When you register your business you will be provided a unique QR code. Customers with the Check In CBR app simply scan the QR code and show your staff that they have successfully checked in. | 當你登記你的業務時，便會獲發一個獨有的QR碼，使用 Check In CBR 應用程式的顧客只需掃描QR碼，並向你的員工顯示他們已成功簽到。 |
| To find out more and register your business visit the [Check In CBR page](https://www.covid19.act.gov.au/business-and-work/check-in-cbr) on the COVID-19 website. | 要了解更多資料及為你的公司登記，請瀏覽COVID-19網站上的[Check In CBR page](https://www.covid19.act.gov.au/business-and-work/check-in-cbr) 頁面。 |
| **Electronic collection**  | **以電子方式收集** |
| Check In CBR is the preferred method of electronic collection and is a requirement for businesses applying the one person per two square metre rule indoors. | Check In CBR 是以電子方式收集數據的首選方法，這是商企在室內實行每2平方米僅容1人的規定時必須使用的方法。 |
| Businesses collecting personal data via other electronic means (such as an iPad) must ensure systems are privacy compliant. | 商企若通過其他電子方式（例如iPad）來收集個人數據，就必須確保它們的系統是符合保障私隱的規定。 |
| Devices should also not be handed to patrons to enter their personal details as this creates a hygiene risk. Instead, have your staff operate the device. | 商企不應把設備交由顧客輸入其個人資料，因為這樣會造成衛生風險，你應讓員工來操作設備。 |
| Ensure passwords are regularly changed and your application protects data against unauthorised access. | 請確保定期更改密碼，同時你的應用程式能保護數據免受未經授權者挪用。 |
| **Paper-based collection** | **以紙質形式收集** |
| Consider having a staff member collect patrons’ details on arrival (or once they are seated) on a form that is kept private from other patrons. | 你應考慮指派一名職員，在顧客進門(或就座)時即將其個人資料收集在一張表格上，而這表格是其他顧客不能看到的。 |
| Once filled in, the forms should be kept in a place that is secure and out of sight of other patrons and unauthorised persons. | 表格填寫完畢後，應存放在安全的、其他顧客及未經許可人士不能看到的地方。 |
| Businesses may want to have a paper-based collection method as a back up for customers who do not have a smart phone but this should only be used as a last resort. | 對於沒有智能手機的顧客，商企可能要用紙張收集資料的方式作為備用方法，但這只應作為一個最後的選擇。 |
| This information is correct as of 2 December 2020. For the latest advice on restrictions please check the COVID-19 website or call the COVID-19 helpline on (02) 6207 7244. The Business Resource Kit includes guidelines for creating a COVID Safety Plan, posters for displaying in your business premises and factsheets to provide up to date information and clear advice and other useful resources. Find the kit on the business resources page of the COVID-19 website. Canberra Business Advice and Support Service: Business owners can receive up to four hours of free, tailored advice and access online business development resources. Call (02) 6297 3121. | 這些資料在截至2020年12月2日都為正確。有關防控措施的最新建議，請查照COVID-19網站或致電（02）6207 7244 聯繫COVID-19輔助熱線。業務資源工具包 （Business Resource Kit）內包括有創建「COVID安全計劃」的指引、用於張貼在你的營業場所的海報和概況說明書，此說明書提供最新資訊、清晰的建議和其他有用的資源。 在COVID-19網站的業務資源頁面上可找到該工具包。 坎培拉商業諮詢和支援服務：商企東主可以獲得長達四個小時的免費、量身定制的建議，同時也可取得網上商業發展資源，請致電（02）6297 3121。 |