|  |  |
| --- | --- |
| English | Chinese Simplified (Mandarin) |
| **Collecting and storing customer information** | **收集和存储顾客信息** |
| As COVID-19 restrictions ease aroundAustralia, contact tracing will remainan important tool to control the spreadof the virus. | 随着COVID-19限制措施在全澳范围内放松，追踪接触者将继续作为控制病毒蔓延的重要工具。 |
| The Public Health Directions state that anumber of businesses and undertakingsare required to ask all clients for their firstname and phone number, and recordthese details, along with the date and timethey attended the venue. Details can bedestroyed after 28 days. If you are unsure ifyour business needs to keep these recordsplease view the Public Health Directions. | 公共卫生指令（Public Health Directions）规定很多企业需要请所有顾客留下名字和电话号码，并记录这些资料和顾客到访场所的日期和时间。资料可在28天后销毁。如果您不确定您的企业是否需要保存这些记录，请查看公共卫生指令。 |
| Under the Public Health Directions, ifbusinesses are applying the one personper two square metres rule in their venue,they are required to use the Check In CBRapp to collect patron contact details. Youcan find out more about the Check In CBRapp below. | 根据公共卫生指令，如果企业申请在其场所实施每人2平方米空间的规定，必须用Check In CBR应用程序收集客人联系信息。您可以在下方了解Check In CBR应用程序的更多信息。 |
| 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. | 本资料页提供信息，说明如何以符合隐私法和保护隐私良好做法的方式管理好客户的个人信息隐私。 |
| 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. | 收集和存储有关客户的信息是很多企业的一种标准做法。比如不少企业通常会在接受预订、履行订单、接受付款和确认预约时存储和收集信息。 |
| Health servicesand businesses with an annual turnover of more than $3 million per yearmust 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) | 卫生服务和年营业额超过300万澳元的企业必须遵守《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）：[www.OAIC.gov.au](http://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，并要确保您遵守相关规定。 |

|  |  |
| --- | --- |
| **How should the information be collected?** | **应当如何收集信息？** |
| 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.  | 首都领地卫生部（ACT Health）强烈推荐所有企业和场所使用[Check In CBR签到应用程序](https://www.covid19.act.gov.au/business-and-work/check-in-cbr)收集顾客信息。 |
| 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. | 我们知道向每位顾客收集信息是一项耗时的工作。我们感谢并赞赏您的努力，让我们一起努力减缓COVID-19病毒的传播。 |
| 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. | 快速获得准确完整的记录能帮助首都领地卫生部在需要时迅速向那些可能接触过COVID-19病毒的人发出提醒。 |
| 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.  | 大多数顾客现在已经了解企业要询问客人的联络信息用于追踪接触者，客人也愿意遵守规定，但还有一些人可能存在隐私方面的担忧。 |
| For example, an A4 notebook left out thefront of a restaurant with all seated guests’details on display for the next person tosee, copy, take a photo of; or handingover an electronic device for patrons toenter their own information, is highlydiscouraged. | 比如将陈列着所有入座顾客信息的A4笔记本摆在餐馆门前，让接下 来光临的客人看到、复制、拍照，或者将电子设备拿给顾客自行填写个人资料的做法我们很不推荐。 |
| 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.  | 您必须考虑到实物和电子安全，帮助保证顾客的个人信息安全稳妥，并保证工作场所可以提供帮助加强对隐私的保护。 |
| **Check In CBR app required for those applying the one person per two square metre rule indoors** | **那些申请实施室内每人2平方米空间规定的场所需要使用Check In CBR应用程序签到** |
| Venues wanting to have one person pertwo square metres of usable space indoorsmust be using the Check In CBR app tocapture patron contact details. | 希望在室内实施每2平方米可用空间容纳一人的场所必须用Check In CBR记录客人联络资料。 |
| The Check In CBR app is a contactless,secure and convenient way for customersto sign into a Canberra venue. | Check in CBR应用程序让顾客可以在堪培拉的场所非接触式、安全便捷地进行签到。 |
| The app enables individuals to check-in tovenues and have their data stored securelywith ACT Health in the event contacttracing is needed. | 这个应用程序让个人可在各场所签到，并将他们的数据安全地交由首都领地卫生部保存，以备必要时追踪接触者使用。 |
| The app removes the administrativeburden from businesses and is freeof charge to set up and use for bothbusinesses and customers. | 这个应用程序为企业免去了行政负担，而且对企业和客人设置免费，使用免费。 |
| 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. | 在您为企业注册报名时会分到一个独特的QR码。安装了Check In CBR应用程序的顾客只需扫描该QR码，并向您的员工展示他们已经成功签到即可。 |
| 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. | 欲了解详情并为您的企业报名，请访问COVID-19 网站的[Check In CBR页面](https://www.covid19.act.gov.au/business-and-work/check-in-cbr)。 |
| **Electronic collection**  | **收集信息的电子方式** |
| 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. | 我们推荐用Check in CBR应用程序作为收集信息的电子方式，实施室内每2平方米可用空间容纳一人规定的场所必须使用Check In CBR。 |
| Businesses collecting personal data via other electronic means (such as an iPad) must ensure systems are privacy compliant. | 通过其他电子方式（比如 iPad）收集个人数据的企业必须确保系统遵守保护隐私的规定。 |
| 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. | 不应将设备交给顾客自行输入个人信息，因为这么做会带来卫生风险。应该由店内工作人员进行设备操作。  |
| Ensure passwords are regularly changed and your application protects data against unauthorised access. | 请确保密码经常更换，并确保您的应用程序能够保护数据不被擅自取用。 |
| **Paper-based collection** | **收集信息的纸质方式** |
| 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. | 请考虑安排一名工作人员在顾客到达时（或就座以后）填表收集顾客信 息，不让其他客人看到收集到的资料。  |
| Once filled in, the forms should be kept in a place that is secure and out of sight of other patrons and unauthorised persons. | 填好的表格应妥善管理，放在安全并且其他顾客和未经授权的人士看不到的地方。 |
| 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. | 企业或可考虑将纸质收集方式作为供没有智能手机的顾客签到的备用方式，但只应作为信息记录的最后手段。 |
| 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. | 本信息为截至2020年12月2日的最新信息。欲了解限制措施的最新建议，请查看COVID-19网站或拨打(02) 6207 7244联络COVID-19求助热线。企业资源包（Business Resource Kit）包括如何制定COVID安全计划的指导、供您在企业场所陈列的海报以及提供最新信息和明确建议的资料页，还有其他有用资源。想要获得这一资料包，请访问COVID-19网站的商业资源（business resources）页面。堪培拉企业建议和支持服务（Canberra Business Advice and Support Service）：企业业主可获得最多4小时的免费定制建议，也可上网访问业务发展资源。请致电(02) 6297 3121。 |