



FREQUENTLY ASKED QUESTIONS

q: Is this a COVID-Safe event?

a: Yes, our event will follow current Victorian Government COVID Guidelines.

q: When will tickets be delivered?

a: All tickets will be available for download directly after purchase as a printable PDF ticket.

q: Will I receive a receipt for payment?

a: Yes. All purchases will be confirmed via email with an attached electronic receipt/tax invoice.

q: What about dietary requirements?

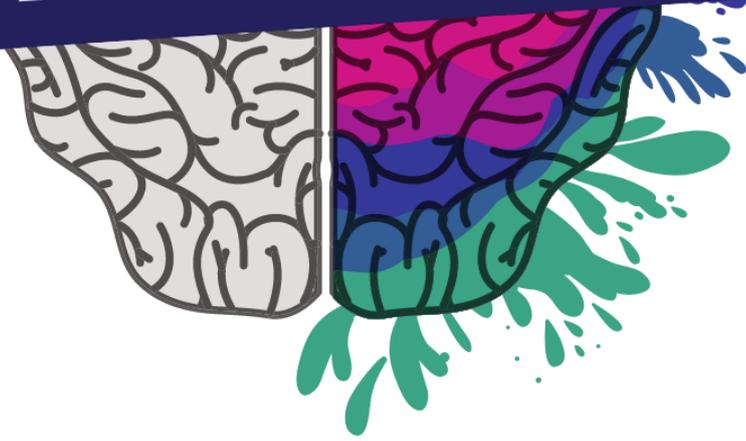
a: Dietary requirements can be noted at checkout when purchasing tickets. Alternatively, you may email us directly at info@npcd.org.au with dietary requirements within 7 days of your ticket purchase.

q: Do you offer refunds before the event?

a: No. Refunds will only be given if the Australian NPC Foundation Inc cancels, reschedules or significantly relocates the event after payment has been received.

q: Can we buy tickets at the door?

a: No. This is an advance ticket event only.



COVID-19 PRIVACY COLLECTION NOTICE

Following the coronavirus pandemic, we are focused on protecting the safety and welfare of all visitors to our events.

This COVID-19 Privacy Collection Notice for visitors is based on the guidance issued by the Office of the Australian Information Commissioner and from the Victorian State Government. Please note, the nature of this COVID-19 Privacy Collection Notice means it is being constantly reviewed and may be updated from time to time to account for the latest health advice and biosecurity measures to be implemented at our events. We will notify you of any changes to this COVID-19 Privacy Collection Notice accordingly.

The purpose of this COVID-19 Privacy Collection Notice is to provide you with notification before we collect specific personal information from you. We want to be as transparent as possible and clearly explain how your personal information may be held and used if you attend any venue at one of our events during these challenging and unprecedented times.

Are we collecting your personal information and if so, what personal information will we be collecting?

Prior to attending the event

Before or upon your entry to any venue where we are holding an event, or when you attend any of our premises, we will ask you to provide the following specific information as required by law: (a) your full name; (b) your mobile telephone number; and (c) your email address. We may also ask you additional questions, such as whether you have any COVID-19 symptoms, been in contact with a person who is a confirmed or suspected case of COVID-19, been required to self-isolate in accordance with published public health guidance, or have visited a COVID-19 case location in the past 14 days (as specified by a public health authority). The provision of this information is necessary, otherwise you will not be permitted to enter the venue.

At the event

We may require you:

(a) to provide health information for the purposes of screening prior to entering the event; (b) consent to a non-invasive temperature screening procedure whilst you are at the event. If we require temperature screening, we will not record or retain any temperature data, but if the reading displays a figure above the 'normal' body temperature range, or if you do not consent to the screening procedure, we may have no option but to require you to exit the event venue; and

(c) provide your contact details again when you enter specific parts of the venue (e.g. dining areas).

After the event

We may also require you to provide health and contact information for a further fourteen (14) days following the end of your visit to the venue. The personal information we collect from you prior to, at and after the event will only be collected to assist with our COVID-19 contact tracing requirements.

Why are we collecting your personal information?

The reason we seek to collect your personal information is simple: we want to protect all visitors to, and participants and personnel at, the venues where our events are held. The safety and wellbeing of you, and everybody else at our events, is paramount. Collection of this personal information will assist in lessening any serious threat to public health and safety.

Who will your personal information be disclosed to?

We only collect this personal information to assist our COVID-19 contact tracing requirements. Any temperature screening procedure will be conducted by a designated officer. We will securely store your personal information in Australia and it will only be accessed by our personnel, authorised advisors or public health authorities who need to see it. Please be aware that we will not use that personal information for any other purpose. If requested by the appropriately authorised Commonwealth, Territory or State health authorities, we may disclose your personal information to these bodies for contact tracing activities. Only the minimum information for the required purpose will be shared. We will not share your information with anyone else without your approval unless required to do so under additional legal requirements (such as to safeguard public safety, and in emergency situations).

How long will we keep your personal information for?

We will only retain your personal information for 28 days from the date of collection and will then destroy that information.

What happens if you fail to provide the required personal information?

We are collecting your personal information to help with any contact tracing that may be necessary in slowing the spread of coronavirus. If you are unwilling or unable to provide this information, we may have no option but to refuse your entry to the event venue.

Is there any other information you need to know?

Please be aware that we may have to deny entry to any venues where our events are held where you have or display any symptoms that we consider may place persons at risk, endanger or impact on public health. This COVID-19 Privacy Collection Notice for visitors is an addendum to our Privacy Policy. Please [click here](#) for Australian NPC Disease Foundation Inc's full Privacy Policy, which also provides contact details for any questions you may have.

<https://www.npcd.org.au/privacy-policy>