



**ABN: 31 563 292 675**

### **Service description:**

The Bridge Federation of the ACT Incorporated (BFACT) is the governing State body for bridge in the ACT. It runs events throughout the year for players in the ACT and runs a national bridge tournament, the Canberra in Bloom Bridge Festival over 5 days in late September/early October each year in Canberra. It comprises events in which bridge players of all standards can compete. Entry is open only to active members of a club affiliated to the Australian Bridge Federation (ABF) who have an ABF membership number. All events are by pre-entry only through this website or by completing an entry form and submitting it in the required manner.

### **BFACT Privacy Policy**

BFACT regards privacy as an important part of our relationship with our players who enter our tournaments. The following privacy policy applies to all players and conforms to Internet privacy standards.

#### **1. Collection of Information:**

BFACT only collects personal information on this website when it is necessary for players to enter the Canberra in Bloom Bridge Festival and associated events.

#### **2. Use and Disclosure of Information:**

Personal information will only be used or disclosed for its original purpose of collection.

#### **3. Data Security and Storage:**

BFACT will take all reasonable precautions to protect personal information so that it is not misused, lost or accessed by unauthorised people, modified or disclosed. The security of your personal information is important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When Credit Card details are collected, we simply pass them on in order to be

processed as required. We never permanently store complete Credit Card details. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

#### **4. Clients (players) or authorised delegate Files:**

All clients or authorised delegates have the right of access to their own files.

#### **5. Openness:**

BFACT will document its practices for handling personal information for this purpose and make this information available to all who request it.

#### **6. Access and Correction:**

BFACT will take all reasonable steps to allow people to access their personal information unless the law does not allow it.

#### **7. Sensitive Information:**

Collection of sensitive information will occur with an individual or authorized delegate's consent, unless the collection is; required by law to establish, exercise or defend a legal or equitable claim, or; necessary to prevent or lessen a serious or imminent threat to the life or health of the individual or authorised delegate who is the subject of the information.

#### **8. Valid entry:**

An entry to a BFACT event is not valid until full payment is received from all players included on the entry.

#### **Refund policy:**

All transactions are processed in Australian Dollars (AUD). Players that have submitted a valid entry who wish to cancel their entry will be given a full refund as soon as possible after cancellation has been notified but in any event no later than 5 business days thereafter, except that refunds for cancellations made later than 24 hours before the advertised starting time of the event are made at the convenor's discretion. All refunds will be credited to the original credit card or bank account used to make the payment. To request a refund please contact the Tournament Organiser.

**Security Policy:**

BFACT uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using the eWAY gateway are secured payments. Payments are fully automated with an immediate response. Your complete credit card number cannot be viewed by or any outside party including the congress convenor. All transactions are performed under 128 Bit SSL Certificate. All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data. eWAY is an authorised third party processor for all the major Australian banks. eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by BFACT. For more information about eWAY and online credit card payments, please visit [www.eWAY.com.au](http://www.eWAY.com.au)

**Delivery Policy:**

After entering any event online, you will receive an email confirmation from BFACT containing your entry details (if you have provided your email address). Players should be able to confirm receipt of their entry within 24 hours of submitting it by visiting the entry lists on the BFACT webpage hosted on the [abfevents.com.au](http://abfevents.com.au) website. If you wish to query your entry please contact us.