

Asia Pacific Bridge Federation Open Congress

ABN 70 053 651 666

Service description:

The Asia Pacific Bridge Federation Open Congress is an international bridge tournament being held in Perth over the period 15-22 April 2020. The tournament is being organised by the Australian Bridge Federation (ABF) whose policies are described in this document. Entry is open to teams and pairs from all member national bridge organisations of the World Bridge Federation in different categories namely Open, Ladies, Seniors, Mixed, Youth U26, Youth U21 and Youth U16. Running in parallel with the Congress is a Bridgefest which comprises events in which bridge players of all standards can compete. All events are by pre-entry only through this website or by completing an entry form and submitting it in the required manner.

ABF Privacy Policy

The ABF 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:

The ABF only collects personal information on this website when it is necessary for players to enter the Asia Pacific Bridge Federation Open Congress and Bridgefest.

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:

The ABF 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:

The ABF 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

The ABF 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 the Asia Pacific Bridge Federation Open Congress and the Bridgefest 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 refund as follows:

- where cancellation occurs two weeks or more before the event for which payment has been made, a full refund;
- where cancellation occurs between 7 and 13 days before the event for which payment has been made, then 50% of the full payment will be refunded;
- where cancellation occurs 6 days or less before the event for which payment has been made, then refunds are at the discretion of the Tournament Organiser.

Every effort will be made to process refunds as soon as possible after cancellation has been notified but, in any event, no later than 10 business days thereafter. 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

The Asia Pacific Bridge Federation Open Congress and Bridgefest 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 Tournament Organiser**. 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 the ABF. For more information about eWAY and online credit card payments, please visit www.eWAY.com.au

Delivery Policy

After entering any event online, you will receive an email confirmation from the Asia Pacific Bridge Federation Open Congress 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 Asia Pacific Bridge Federation Open Congress website. If you wish to query your entry please contact the Tournament Organiser.