



Privacy Policy

Policy Statement:

Merrigong Theatre Company is bound by the Australian Privacy Principles (APPs) which are set out in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which amends the *Privacy Act 1988*.

In order for us to operate our business efficiently we work with companies such as a mailing house or statistical analysis company. To carry out the tasks they have been contracted to complete these companies may require limited access to some of our customers' personal details, such as their address to send information on our behalf.

Scope:

Merrigong Theatre Company collects personal information from or about our customers in a variety of circumstances. For example, we collect information when:

- purchasing a ticket over the phone or in person at the box office
- purchasing a ticket via our website
- requesting information from us, such as a subscription to our e-news
- when making a donation to us

The information we collect may include a customer's name, address, email address, phone number and purchase history. We may also collect financial information (such as credit card information) from patrons in order to receive payment for products or services that are purchased.

Principles:

Merrigong Theatre Company doesn't collect any information that is defined as "sensitive" by the Australian Privacy Principles. We will not collect this information unless consent to do so has been given to us.

Use and disclosure of personal information

Merrigong Theatre Company collects personal information for a number of different reasons. For example we may use customer details to:

- inform them of details related to the event to which they have purchased tickets
- send the customer information about other productions they may be interested in if they have given us express consent to do so
- send customers information they have requested

On all direct marketing whether its form be electronic or print, there will be a notice on the material giving customers the opportunity to “opt out”,

We will not sell, rent or trade customers’ personal information to any third parties.

If customers expressly consent to us doing so, we may disclose their information to the Producer/Promoter of the event to which they have purchased tickets so they can provide customers with promotional material about upcoming events. We will only provide them with this information if:

- they have a privacy policy which is similar to ours and which complies with the Australian Privacy Principles, and data is only used by them and not passed to any other parties
- they include a disclaimer on all correspondence stating the reason why they are receiving this communication and provide an opportunity to opt-out of any future correspondence. An example of a suitable disclaimer is:

You have received this email/letter because you attended [name of show] which was presented by [name of producing company] at [IPAC or WTH] on [date]. If you no longer wish to receive communication from [name of producing company] please email [insert email address].

Whenever personal information is disclosed to third parties for such purposes, we take reasonable steps to ensure that the recipient:

- handles the information in accordance with the Australian Privacy Principles
- only uses the information for the specific purpose(s) for which it is provided to them
- does not disclose the information to any person or organisation except in as instructed by Merrigong Theatre Company in accordance with this policy
- stores the information securely, and either destroys it or returns it to Merrigong Theatre Company when no longer required

Under exceptional circumstances we may also disclose personal information if:

- we are required by law to do so we believe the use or disclosure is necessary to protect any person and/or Merrigong Theatre Company’s rights or property
- it is a necessary part of an investigation of unlawful activity

Cookies and internet bookings

A cookie is a small data file that may be placed on the computer of a web user the first time a computer visits a website that operates cookies. Cookies are necessary to facilitate online transactions and ensure security. If customers do not wish to receive cookies they may set their web browser to refuse cookies. This may mean they will not be able to take full advantage of Merrigong Theatre Company's services. Merrigong Theatre Company does not use cookies to keep personal profiles of its customers' use of our website.

Merrigong Theatre Company's internet server may automatically record details about any computer used to access the website, such as IP address, domain name and browser type; the date and time of access; and details of the information downloaded. This information is used only for internal statistical purposes and to improve functioning of our websites.

Our website may contain links to third party websites for your convenience and information. When customers access a non-Merrigong Theatre Company website please understand that we are not responsible for the privacy policies of that site. We suggest customers review the privacy policy of each site that they visit.

Storage of personal information

We will take all reasonable steps to protect the personal information we hold from misuse, loss and from unauthorised access, modification or disclosure.

Data is held on multiple web servers hosted by SeatAdvisor in San Diego, CA at Inflow. These servers are firewall and security protected.

Some data is also held on Merrigong Theatre Company's computers. These computers also have firewall and security protection and require passwords to access the system.

Ensuring accuracy of information

Merrigong Theatre Company takes all reasonable precautions to ensure that the personal information we collect and use is accurate, complete and up to date.

If customers wish to change any personal information that is incorrect or out of date they can contact the box office or the Privacy Officer. We aim to update our information as quickly as is practical. Customers can also access their personal details, order history and upcoming events by logging in online to our ticketing system, Sabo, using their password.

Customers accessing their personal information

In all cases except those specified by law, customers can gain access to personal information we hold about them. If we refuse to give them access we will provide them with reasons for our refusal.

If customers would like a copy of their personal information they will need to make this request in writing and provide identification. In the first instance call our Privacy Officer who will be able to help customers with their request.

Anonymity

Where it is lawful and practicable to do so, customers may engage with Merrigong Theatre Company without providing their personal details.

Complaints

If a customer has a complaint about a breach of the Australian Privacy Principles, they can contact Merrigong's Privacy Officer, who must respond within 30 days after the complaint is made.

Changes to the Merrigong Theatre Company privacy policy

Merrigong Theatre Company reserves the right to change its privacy policy at any time and will notify our customers by posting an updated version of the privacy policy on our website.

Objectives:

To ensure that customers' personal information is stored securely and used within the boundaries of the Australian Privacy Principles.

Roles and Responsibilities:

Anyone at Merrigong Theatre Company who collects contact information needs to adhere to the Privacy Policy, and must enforce the policy with our presenters.

Delegations:

Privacy Officer/ Marketing Specialist

Edie Watt

Ph: 02 4224 5959

Email: ewatt@merrigong.com.au

Box Office Manager

Linda Hanbury

Ph: 02 4224 5909

Email: ghanbury@merrigong.com.au

References:

Privacy Fact Sheet 17 provides the text of the 13 APPs from Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which amends the *Privacy Act 1988*.

- <http://www.oaic.gov.au/privacy/privacy-resources/privacy-fact-sheets/other/privacy-fact-sheet-17-australian-privacy-principles>

For the latest versions of these Acts visit:

- <http://www.comlaw.gov.au/Details/C2014C00076>