



Policy Statement

Title:	Privacy Policy
Policy Number:	POL 005
Next Review Date	1/2/2019

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
- when conduct patron surveys

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 it 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 do not opt out, we may disclose their information to the Producer/Promoter/Hirer 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:

- the Producer/Promoter/Hirer 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 and 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

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 & Development Manager

Rachel Dyer

Ph: 02 4221 0804

Email: rdyer@merrigong.com.au

Box Office Manager

Linda Hanbury

Ph: 02 4224 5909

Email: ghanbury@merrigong.com.au

Approved By:

Title and Name



Date:

28/9/17

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>