Policy Statement

Title:	Privacy Policy
Policy Number:	POL 005
Next Review Date	31/12/2025

Policy Statement:
Merrigong Theatre Company is bound by the Australian Privacy Principles (APPs) under the *Privacy Act 1988*.

Scope:
Merrigong Theatre Company collects information from or about our customers in a variety of circumstances. We only collect personal information for purposes directly related to our business, such as ticket sales, or operating and hiring our venues.

Collection of personal information

When do we collect your information?

- When you purchase a ticket or make a reservation;
- When you request information from us;
- When making a donation to us;
- When handling feedback and complaints;
- When you apply for a job or position with us;
- When you enquire to hire a venue.

What personal information do we collect?

- Your name;
- You contact details, such as postal address, email address and phone number;
- A record of previous purchases and/or donations made;
- Credit card details (from patrons in order to receive payment for products or services that are purchased);
- Any additional preferences you tell us about, like your preferred seating or access requirements.

Why do we collect, use and/or disclose personal information?

- To provide you with tickets or access to our events and programs;
- To provide you with requested services, e.g., mobility assistance or access services;
- To engage with, and acknowledge the support of, current and potential donors;
- To promote upcoming events;
- To send you notifications, including pre-show reminders;
- To contact you in case of significant changes to the event you're attending;
- To send you information about upcoming events, and other information that may be of interest to you;
- To administer surveys.

Where it is lawful, you can choose to transact with us anonymously, however, we will be unable to contact you in the event of cancellation, rescheduling or other matters that may be part of our core business operations.

How do we use your information?

We may use your data to inform you of upcoming events and/or for research purposes. If you do not wish to receive marketing communications from us, please let us know. All marketing emails include the option to unsubscribe, and if you receive a brochure in the mail you do not wish to receive, please contact us to take you off the mailing list. We occasionally use third-party vendors to advertise online. Please note that we may still need to use your personal information for customer service purposes and to provide you with the products you have requested.

We may also supply your data to relevant third parties such as co-producers, hirers and contractors, but only if you have given us permission to do so at the point of purchase. In this instance, we require those organisations to comply with our Privacy Policy and with strict conditions governing how personal information is to be handled.

We will not sell, rent or trade your personal information.

Disclosure

In order for us to operate our business efficiently, we occasionally work with companies such as mailing houses and research companies. 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.

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

- Handle the information in accordance with the Australian Privacy Principles;
- Only use the information for the specific purpose(s) for which it is provided to them;
- Do not disclose the information to any person or organisation;
- Store the information securely and destroy it when no longer required.

Under exceptional circumstances we may disclose personal information if:

- We are required by law to do so and we believe its 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.

Security and storage of information

We may hold your personal information in either electronic or hard copy form. We take reasonable steps to protect your personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure. We also use a number of physical, administrative, personnel and technical measures to reasonably protect your information.

Customer data, including payment data, is held on multiple web servers hosted overseas. These servers are firewall and security protected.

Some data is held on our network. These computers have firewall and security protection and require passwords to access the system.

Website and cookies

Our website uses cookies to enhance the functionality of the website, help us promote events, and also to provide us with website usage data.

Most web browsers allow you to choose whether to accept cookies or not. If you do not wish to have cookies placed on your computer, please set your browser preferences to reject all cookies before accessing our website.

Our internet server also records some visitor information, such as IP address and pages visited, in logs.

Rights and choices

The accuracy of personal information depends largely on the information you provide to us. To help ensure the accuracy of the personal information we hold about you, we ask that you inform us of changes to your personal information, such as changes to your name, address or other contact details. We aim to update your information as quickly as is practical.

You can also access your personal details and order history by signing in at:
http://merrigong.com.au/customerlogin

You have a right to access personal information that we hold about you, subject to some exceptions allowed by law. If you would like a copy of your personal information, please make this request in writing addressed to the Privacy Officer and provide a copy of a form of identification.

How to make a complaint

If you believe that we have not complied with details outlined in this policy, or with the Australian Privacy Principles, you can make a complaint to our Privacy Officer, who will respond within 10 working days.

Contact details

Email: privacy@merrigong.com.au
Phone: (02) 4224 5999

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
Samantha Conridge – Marketing Manager
Ph: 02 4224 5973
Email: privacy@merrigong.com.au

Box Office Manager
Linda Hanbury
Ph: 02 4224 5909
Email: lhanbury@merrigong.com.au

Approved By:
Title and Name

SIMON HINTON, ARTISTIC DIRECTOR / CEO 03/07/2025

References:

- LPA Guide: Australian Privacy Principals
- Office of the Australian Information Commissioner: Guide to developing an APP privacy policy
- Office of the Australian Information Commissioner: Australian Privacy Principles Guidelines
- Office of the Australian Information Commissioner: Privacy for not-for-profits, including charities