

Merrigong Theatre Company – Privacy Policy

Merrigong Theatre Co is committed to protecting your privacy. We are bound by the National Privacy Principles which are set out in the Privacy Act 1988.

Collection of personal information

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

- purchase a ticket over the phone or in person at the box office
- purchase a ticket via our website
- request information from us, such as a subscription to our e-news

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

Sensitive Information

Merrigong Theatre Company doesn't collect any information that is defined as "sensitive" by the National Privacy Principles (such as racial or ethnic origin, political activities or affiliations, memberships of unions or other associations, religion, sexual preferences or practises, criminal record or medical history). We will not collect this information unless you have given us express consent to do so.

Use and disclosure of personal information

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

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

On all direct marketing whether its form be electronic or print, there will be a notice on the material giving you the opportunity to "opt out", that is, to request not to receive any further marketing material.

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

If you expressly consent to us doing so, we may disclose your information to the Producer/Promoter of the event to which you have purchased tickets so they can provide you 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 National Privacy Principles

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 your personal details, such as your address to send you information on our behalf.

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 National 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 (under the National Privacy Principles)
- 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 you do not wish to receive cookies you may set your web browser to refuse cookies. This may mean you 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 customer's 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 you access a non-Merrigong Theatre Company website please understand that we are not responsible for the privacy policies of that site. We suggest you review the privacy policy of each site that you 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 you wish to change any personal information that is incorrect or out of date please contact the box office or the Privacy Officer. We aim to update our information as quickly as is practical.

Accessing your personal information

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

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

Anonymity

Where it is lawful and practicable to do so, you may engage with Merrigong Theatre Company without providing your personal details. For example, you may book a ticket in person at the box office and pay cash without having to give any personal information.

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 patrons by posting an updated version of the privacy policy on our website.

Contact

Privacy Officer
Amanda Foote
Ph: 02 4224 5900
Email: afoote@merrigong.com.au

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