



BRISBANE POWERHOUSE GROUP PRIVACY POLICY

The *Privacy Act 1988* provides rules of conduct for the collection, retention, access to, correction, use and disclosure of personal information about individuals.

Brisbane Powerhouse Pty Ltd ABN 18 091 551 290 (“**Brisbane Powerhouse**”) takes all reasonable and appropriate steps to protect the privacy of individuals and to comply with the 13 Australian Privacy Principles contained in the Privacy Act 1988.

This Privacy Policy is about the management of personal information by Brisbane Powerhouse.

1. WHAT KINDS OF PERSONAL INFORMATION DOES BRISBANE POWERHOUSE COLLECT?

The kinds of personal information that Brisbane Powerhouse collects and holds are:

- Name
- Partner’s name (in the case of wedding functions)
- Emergency Contacts
- Address
- Phone number
- Email address
- Date of Birth
- Gender
- Income (in the case of audience research)
- Credit card details
- Amount donated

2. HOW BRISBANE POWERHOUSE COLLECTS AND STORES PERSONAL INFORMATION

2.1 Collection of personal information

Brisbane Powerhouse collects information in a number of ways:

- Via booking forms, contracts and blue card and visa application forms;
- Through the organisation’s *Powermail* subscribe page;
- Via the organisation’s marketing and ticketing database;
- Via donation forms; and
- Directly from individuals over the telephone, via email, via facsimile, online and in person.

2.2 Storage of personal information

Personal information collected by Brisbane Powerhouse is stored on the organisation’s secure server and in physically secure locations within the organisation. Access to personal information is restricted to the Brisbane Powerhouse employees that are directly responsible for the organisation’s primary functions and activities as related to that information.

3. THE PURPOSES FOR WHICH YOUR PERSONAL INFORMATION IS COLLECTED, HELD AND USED BY BRISBANE POWERHOUSE

3.1 Use of personal information

Brisbane Powerhouse uses personal information for its operational and marketing purposes. For example, personal information is used to:

- Contact an individual:



- if an event or performance changes, is cancelled or is postponed;
 - if Brisbane Powerhouse has difficulties processing the individual's transaction or issuing their tickets to a performance or event;
 - to respond to enquiries made by the individual;
 - to obtain or clarify information provided by the individual about an event or function to be held at the Brisbane Powerhouse;
 - to correspond with the individual in relation to any of our competitions they have entered into; or
 - to seek feedback regarding Brisbane Powerhouse's services and/or any event or performance attended by the individual at Brisbane Powerhouse;
- To make a reservation or booking;
 - Identify an individual when they are visiting Brisbane Powerhouse;
 - Provide an individual with marketing material and information about Brisbane Powerhouse products and services, competitions and up and coming events that may interest them;
 - Administer ticketing services, including processing an individual's transaction, issuing tickets and confirming booking details (this may involve posting tickets and receipts to the individual's postal address or emailing e-tickets, booking confirmations and receipts to the individual's email account);
 - Provide an individual with a refund or exchange in certain circumstances;
 - Process donations an individual has made to Brisbane Powerhouse;
 - Research and develop Brisbane Powerhouse's services; and
 - Protect the health and safety of individuals while they are visiting Brisbane Powerhouse.

3.2 Direct marketing

Brisbane Powerhouse uses personal information collected from individuals for the purposes of direct marketing. For example, personal information may be used to notify individuals of Brisbane Powerhouse's products and services, competitions and up coming events that they may be interested in.

Marketing material may be provided to individuals over the telephone, via email or via post.

If you no longer wish to receive marketing material from Brisbane Powerhouse you may opt-out via the unsubscribe button on our marketing material.

3.2 When is personal information disclosed to third parties?

The Brisbane Powerhouse ticketing system is administered by Ticketek*. Brisbane Powerhouse provides Ticketek with access to Brisbane Powerhouse's ticketing information to run reports that facilitate Ticketek's billing processes. Ticketek cannot access your personal information without permission from Brisbane Powerhouse. When you purchase a ticket to an event, performance, function or otherwise at the Brisbane Powerhouse, Ticketek will collect your personal information when you make a purchase or secure a ticket through their network. The personal information that you provide to Ticketek during that process will be subject to Ticketek's Privacy Policy. You can find a copy of the Ticketek Privacy Policy on their website at www.ticketek.com.au** Brisbane Powerhouse also provides personal information to promoter's with the individual's approval (a tick box).

*Ticketek means Ticketek Pty Ltd (ABN 92 010 129 110)

**we note that the Ticketek Privacy Policy only applies to the extent that you give your personal information to Ticketek when purchasing a ticket on their website. How Brisbane Powerhouse manages your personal information is otherwise set out in this Privacy Policy



4. HOW TO ACCESS AND CORRECT YOUR PERSONAL INFORMATION

Subject to some exceptions under Australian law, you have the right to access the personal information Brisbane Powerhouse holds about you and to have your personal information corrected.

You can obtain access to your personal information or request a correction by contacting the Chief Executive Officer (see Contact Details below).

Chief Executive Officer
Brisbane Powerhouse
PO Box 364
New Farm Q 4005

-or-

info@brisbanepowerhouse.org

Please insert 'privacy' in the subject line

Brisbane Powerhouse reserves the right to charge you a reasonable fee for the provision of personal information.

5. HOW TO MAKE A COMPLAINT

You have the right to make a complaint about the management of the Australian Privacy Principles by Brisbane Powerhouse and are entitled to report any breach of the Australian Privacy Principles by Brisbane Powerhouse. Complaints should be made in writing and sent to Brisbane Powerhouse's Chief Executive Officer (see Contact Details below).

Chief Executive Officer
Brisbane Powerhouse
PO Box 364
New Farm Q 4005

-or-

info@brisbanepowerhouse.org

Please insert 'privacy' in the subject line

Brisbane Powerhouse will respond to your complaint within 30 days.

If you have not heard from Brisbane Powerhouse within 30 days, or if you are unhappy with Brisbane Powerhouse's response to your complaint, you can forward your complaint to the Office of the Australian Information Commissioner at:

Information Commissioner
Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
Telephone: 02 9284 9800
Email: enquiries@oaic.gov.au
Web: www.oaic.gov.au



6. CONTACT DETAILS

If you have any questions or concerns regarding privacy and your personal information, we can be contacted on +61 7 3358 8622 between 9am and 5pm Monday to Friday or on info@brisbanepowerhouse.org.

All written requests and complaints should be addressed to the Chief Executive Officer at:

Chief Executive Officer
Brisbane Powerhouse
PO Box 364
New Farm Q 4005

Approved Finance and Audit Committee - May 2016