



BRISBANE POWERHOUSE PTY LTD PRIVACY COLLECTION STATEMENT

Brisbane Powerhouse is committed to providing you with the highest levels of customer service. This includes protecting your privacy.

YOUR PERSONAL INFORMATION

Personal information held by Brisbane Powerhouse may include your name, your partner's name (in the case of wedding functions), your emergency contacts, address, phone number/s, email address, date of birth, gender, income, education and credit card details.

HOW WE COLLECT YOUR PERSONAL INFORMATION

We collect your personal 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; and
- Directly from you over the telephone, via email, via facsimile, online and in person.

Your personal information is stored on our secure server and in physically secure locations at Brisbane Powerhouse. Access to your personal information is restricted to the Brisbane Powerhouse employees who are directly responsible for the organisation's functions and activities as related to that information.

HOW WE USE YOUR PERSONAL INFORMATION

Your personal information may be used to:

- Contact you;
- Identify you;
- Provide you with information about Brisbane Powerhouse products and services that may interest you;
- Administer ticketing services;
- Complete application forms on your behalf (artists);
- Exercise an agreement for:
 - room and function hire;
 - performance and production;
 - tenancy;
 - contracting;
 - interning, volunteering and employment with Brisbane Powerhouse; and
- Research and develop our services.

WHEN WE DISCLOSE YOUR PERSONAL INFORMATION

Brisbane Powerhouse does not disclose your personal information to external sources without first requesting and receiving your permission, unless required to under Australian law.



Our ticketing system is administered by tickets.com. Tickets.com will only access Brisbane Powerhouse ticketing information to run reports that facilitate their billing processes. Tickets.com cannot access your personal information without permission from Brisbane Powerhouse.

THE ACCURACY OF YOUR PERSONAL INFORMATION

Brisbane Powerhouse takes all reasonable precautions to ensure that the personal information we collect and use is accurate, complete and up to date. However, the accuracy of this information depends to a large extent on the information you provide us. As such, we encourage you to contact us should your personal information be incorrect or require updating.

ACCESSING YOUR PERSONAL INFORMATION

You have the right to access your personal information subject to some exceptions under Australian law. If you would like to access the personal information Brisbane Powerhouse holds about you, please make your request in writing. We will provide your personal information within 14 days of your request, unless bound by Australian law.

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

HOW TO CONTACT US

Our privacy policy is located at <http://www.brisbanepowerhouse.org>.

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.

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