



## **BRISBANE POWERHOUSE GROUP PRIVACY COLLECTION STATEMENT**

Brisbane Powerhouse Pty Ltd ABN 18 091 551 290 (“**Brisbane Powerhouse**”) is committed to providing you with the highest levels of customer service. This includes protecting your privacy. Our contact details are set out at the end of this document.

### **YOUR PERSONAL INFORMATION**

Personal information collected, held and used 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, educational qualifications, credit card details and complaint or compliment 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.

### **PURPOSES FOR WHICH WE COLLECT YOUR PERSONAL INFORMATION**

#### **Ticket Holders**

Brisbane Powerhouse may use personal information collected from you when purchasing a ticket or attending an event or performance at Brisbane Powerhouse to:

- Administer ticketing services, including processing your transaction, issuing your tickets and confirming booking details (this may involve posting tickets and receipts to your postal address or emailing e-tickets, booking confirmations and receipts to your email account);
- Contact you, for example:
  - if the event or performance changes, is cancelled or is postponed;
  - if we have difficulties processing your transaction or issuing your tickets to the event or performance;
  - to respond to enquiries made by you;
  - to seek feedback regarding our services and the event or performance you have attended at Brisbane Powerhouse;
- Identify you when you are visiting Brisbane Powerhouse;
- Provide you with marketing material and information about Brisbane Powerhouse products and services, competitions and up and coming events that may interest you;
- Provide you with a refund or exchange in certain circumstances;
- Process donations you have made to Brisbane Powerhouse;
- Research and develop our services; and
- Protect your health and safety while you are visiting Brisbane Powerhouse.

#### **Hosts of Functions/Venue Hire**

Brisbane Powerhouse may use personal information collected from you in connection with hiring a venue at the Brisbane Powerhouse or hosting a function to:



- Make, confirm and manage your booking (this may involve sending information and receipts to your postal address or email account);
- Contact you to:
  - obtain or clarify information provided by you about your event or function;
  - make any changes to or cancel your reservation/booking;
  - respond to enquiries made by you;
  - seek feedback regarding our services and the event or performance you have attended at Brisbane Powerhouse;
- Identify you when you are visiting Brisbane Powerhouse;
- Provide you with marketing material and information about Brisbane Powerhouse products and services, competitions and up and coming events that may interest you;
- Process your payments;
- Provide you with a refund or exchange in certain circumstances;
- Process donations you have made to Brisbane Powerhouse;
- Research and develop our services; and
- Protect your health and safety while you are visiting Brisbane Powerhouse.

### **Competition Participants**

Brisbane Powerhouse may use personal information collected from you when entering into one of our competitions to:

- Contact and correspond with you in relation to the competitions you have entered into;
- Deliver competition prizes to you;
- Identify you when you are visiting Brisbane Powerhouse;
- Provide you with marketing material and information about Brisbane Powerhouse products and services, competitions and up and coming events that may interest you;
- Provide you with a refund or exchange in certain circumstances;
- Research and develop our services; and
- Protect your health and safety while you are visiting Brisbane Powerhouse.

### **Donors**

Brisbane Powerhouse may use personal information collected from you when making a donation to:

- Contact and correspond with you in relation to your donation;
- Deliver benefits to you;
- Identify you when you are visiting Brisbane Powerhouse;
- Provide you with marketing material and information about Brisbane Powerhouse products and services, competitions and up and coming events that may interest you;
- Research and develop our services; and
- Protect your health and safety while you are visiting Brisbane Powerhouse.

### **MAIN CONSEQUENCES IF YOU DO NOT PROVIDE PERSONAL INFORMATION**

If you do not provide the personal information we require, we may not be able to:

- process your transaction, booking or request;
- issue tickets you have purchased or make your reservation;



- contact you if an event or performance is changed, cancelled or postponed or there are any issues in relation to a booking you have made at Brisbane Powerhouse;
- contact you if you are the winner of one of our competitions;
- issue refunds or exchanges;
- issue you a receipt;
- process your donation;
- respond to your queries; or
- ensure your health and safety is protected while you are visiting Brisbane Powerhouse etc.

You therefore may not be able to attend an event or performance you would like to attend, book a function at Brisbane Powerhouse or receive prizes you have won if we do not have your personal information.

### **WHO WE DISCLOSE YOUR PERSONAL INFORMATION TO**

Brisbane Powerhouse does not disclose your personal information to external sources without first requesting and receiving your permission.

The Brisbane Powerhouse ticketing system is administered by Tickets.com. Brisbane Powerhouse provides Tickets.com with access to Brisbane Powerhouse's ticketing information to run reports that facilitate Ticket.com's billing processes. Tickets.com cannot access your personal information without permission from Brisbane Powerhouse. Tickets.com's privacy policy is located at <http://www.tickets.com/privacy/>.

Brisbane Powerhouse does not disclose personal information to overseas recipients.

### **THE ACCURACY OF YOUR PERSONAL INFORMATION**

Brisbane Powerhouse takes 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. Our privacy policy sets out how to contact us if you would like to correct any of your personal information held by Brisbane Powerhouse.

### **ACCESSING YOUR PERSONAL INFORMATION**

You have the right to access your personal information subject to some exceptions under Australian law. Our privacy policy sets out how you can access any of your personal information held by Brisbane Powerhouse.

### **HOW TO MAKE A COMPLAINT**

Our privacy policy sets out how you can make a complaint about the management of the Australian Privacy Principles by Brisbane Powerhouse or report a breach of privacy.

### **HOW TO CONTACT US**

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



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](mailto:info@brisbanepowerhouse.org).

Alternatively, you can contact us by mail at the following address:

Brisbane Powerhouse

PO Box 364

New Farm Q 4005

*Approved Finance and Audit Committee – May 2016*