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## **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 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. Brisbane Powerhouse provides personal information to promoter's with the individual's approval (a tick box).



#### **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](mailto: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](mailto: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](mailto:enquiries@oaic.gov.au)  
Web: [www.oaic.gov.au](http://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](mailto: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*