



## PRIVACY POLICY

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The Privacy Act 1988 (Cth) 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 091551290 (“Brisbane Powerhouse”, “we”, “us” and “our”) takes reasonable and appropriate steps to protect the privacy of individuals and to comply with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

This Privacy Policy is about the management of ‘personal information’ (as that term is defined in the Privacy Act 1988 (Cth)) by Brisbane Powerhouse.

We may change the terms of this Privacy Policy from time to time, so it is important you monitor it. If you disagree with any changes to this Privacy Policy, you will need to stop using our website, products and services.

This Privacy Policy does not apply to any third-party websites, applications or software that integrate with or are accessible from our website, products or services. Please read the privacy policies of those third parties describing how they handle your personal information.

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

The personal information we collect about individuals depends on the nature of their dealings with us or what they choose to share with us. The kinds of personal information that Brisbane Powerhouse collects and holds includes:

- 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 several ways, including:

- 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;
- From social media and publicly available sources of information or databases;
- From third parties (e.g., our service providers and marketing partners);
- By creating new information such as analysis, reports and review
- Via donation forms;



- Directly from individuals over the telephone, via email, via facsimile, online and in person;
- Via the website;
- Via participation in surveys or questionnaires; and
- Applying for positions with us as an employee, contractor or volunteer.

## 2.2 Storage of Personal Information

Personal information collected by Brisbane Powerhouse is stored on the organisation's secure server or in physically secure locations within the organisation. Where possible, we will take reasonable measures to restrict access to personal information 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, USED AND DISCLOSED BY BRISBANE POWERHOUSE

### 3.1 Collection, Use and Storage of Personal Information

Brisbane Powerhouse collects, stores and uses personal information for its operational and marketing purposes. For example, personal information is collected, stored and used in order 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;
  - in the event of an emergency.
- 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 upcoming 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;
- Analyse data and information about the provision, use, activity, and performance of, our website, products and services, including those that we may develop or provide in future;
- Comply with our legal obligations, respond to requests from law enforcement and government agencies or exercise our legal rights; and
- Protect the health and safety of individuals while they are visiting Brisbane Powerhouse.

### 3.2 Direct Marketing

Brisbane Powerhouse collects, uses, stores, and discloses 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 upcoming events that they may be interested in.

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

If you no longer wish to receive marketing material from Brisbane Powerhouse you may opt out via the functional unsubscribe link on our marketing material or contact us so that we can action the request (see 'Contact Details' below).

### **3.3 Website**

#### **3.3.1 Site Visit Data**

As is the case for nearly all websites, Brisbane Powerhouse makes a record of your visit, logging the following information for statistical purposes:

- your server's address
- the name of the top-level domain from which you access the Internet (e.g., .gov, .com, .au, .nz, etc.)
- the date and time of the visit to the site
- the pages accessed and documents downloaded
- the previous internet address from which you linked directly to the Brisbane Powerhouse site. (In the cases where the referring site declines to pass this information on, these details are not obtained by the statistics server.)

We will not identify users or their browsing activities, except where a law enforcement agency (or other government agency) may exercise a legal authority to inspect the ISP logs (e.g., by warrant, subpoena or notice to produce).

This website contains links to other sites. Brisbane Powerhouse is not responsible for the content and the privacy practices of other web sites and encourages you to examine each site's privacy policy and make your own decisions regarding the accuracy, reliability and correctness of material and information found.

#### **3.3.2 Cookies**

A cookie is a piece of information that an Internet web site sends to your browser when you access information at that site.

Parts of the Brisbane Powerhouse site may store cookies on your browser to better serve you when you next visit the site. Cookies are optional for the user and your browser can be set either not to accept cookies or to prompt you to accept them or not, case by case.

Membership databases, email management, online forms and other collection of personal information such as your email address will only be recorded if you choose to send a message.

It will only be used for the purpose for which you have provided it and will not be added to a mailing list unless at your request. Your email address will not be disclosed without your consent. If Brisbane Powerhouse acts on behalf of a third party such as a venue hirer, this party is considered, in partnership with Brisbane Powerhouse, to be the co-collector of such data.

Brisbane Powerhouse maintains records of its members and uses the website to gather or update member details. These details are collected and stored purely for the business of Brisbane Powerhouse and are not divulged to any third party. If Brisbane Powerhouse acts on behalf of a third party such as a venue hirer, this party is considered, in partnership with Brisbane Powerhouse, to be the co-collector of such data.



### **3.33 Discussion Groups, Mailing Lists, Online Forums, Bulletin Boards**

Brisbane Powerhouse hosts several actual and potential discussions groups, which allow discussion via posts on a website, or by email. Some may allow chat using IRC. Some of these services have a publicly accessible web archive. Where there is a web archive, subscribers are informed. If you subscribe to one of these services you should be aware that your complete email, including your email address, may be available across the web to anyone who searches through the archive.

### **3.34 Security**

Brisbane Powerhouse maintains the same level of security for personal information collected in an electronic format as it does for that collected in paper format.

However, if you are providing personal information via an email or an online form you should be aware that there are some risks in transmitting data via the internet unless it is encrypted with a security certificate. Brisbane Powerhouse uses encryption and related server-side mechanisms for secure data transfer in certain areas of the site where financial transactions may take place (e.g., when prompted to enter credit card details to make a purchase). In other cases where no financial transactions take place web forms usually will not have encryption. If at any time you believe the principles referred to in this privacy statement have not been followed, or have any other comments on these principles, please notify Brisbane Powerhouse.

The use of the term “personal information” in this privacy statement means any information from which your identity is apparent or can be reasonably ascertained.

#### **3.4 When is Personal Information Disclosed to Third Parties?**

Brisbane Powerhouse may disclose your personal information to:

- third parties in connection with the items listed under sections 3.1 and 3.2 above;
- our professional advisers (e.g., lawyers, accountants and consultants);
- to a buyer or other successor in interest of our business and to their professional advisors and proposed and actual financiers as part of a sale of all or part of our business; and
- otherwise as required or permitted by law, including to comply with lawful information requests from government and law enforcement agencies or with an order of a court.

#### **3.5 Is Personal Information Disclosed to Overseas Recipients?**

Some of the third parties we disclose personal information to may be based in or have servers located outside of Australia - the countries in which those parties are likely to be located include the United States, Canada and Germany. Where we disclose your personal information to third parties overseas, we will take reasonable steps to ensure that data security and appropriate privacy practices are maintained. These overseas recipients will often be subject to obligations to protect the personal information they have access to, but they may not meet specific requirements of Australian privacy laws, and where you agree to this Privacy Policy you consent to the disclosure and acknowledge that you may not have rights against us or them under Australian privacy laws if they mishandle your personal information.

#### **3.6 How Do We Hold and Protect Your Personal Information?**

We may hold an individual's personal information in physical or digital form. In some cases, we may use a third party to store an individual's information.



In any event, Brisbane Powerhouse takes reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure. Depending on the circumstances, these methods may include:

- having a robust physical security of our premises and databases/records;
- taking measures to restrict access to only personnel who need that personal information to effectively provide services to you; and/or
- having technological measures in place (for example, antivirus software, firewalls).

### **3.7     Retention of Personal Information**

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain an individual's personal information for the duration of an individual's relationship with us unless we are required to retain an individual's personal information to comply with applicable laws, for example record keeping obligations.

## **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 our CEO/Artistic Director at:

CEO/Artistic Director  
Brisbane Powerhouse  
PO Box 364  
New Farm QLD 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 CEO/Artistic Director at:

CEO/Artistic Director  
Brisbane Powerhouse  
PO Box 364  
New Farm QLD 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 via the contact details at <https://www.oaic.gov.au/about-the-OAIC/contact-us>.

## 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 CEO/Artistic Director at:

CEO/Artistic Director  
Brisbane Powerhouse  
PO Box 364  
New Farm QLD 4005  
-or-  
[info@brisbanepowerhouse.org](mailto:info@brisbanepowerhouse.org)

## 7. RELATED DOCUMENTS

Privacy Collection Statement  
Risk Policy  
Risk Register  
Code of Conduct

*This is a FARM Committee and Board approved policy*

Version	Approval Authority	Approval Date	Review Period	Next Review Date
1	Board	28 September 2023	Every 2 years or as required by legislation	September 2025
3	Board	25 September 2025	Every 2 years or as required by legislation	September 2027