



<b>Approved by:</b>	Management Board	<b>Date approved:</b>	21/09/2021	<b>Next review:</b>	12/7/2023
<b>Document No:</b>	1POL02	<b>Version No:</b>	2.0		
<b>Supporting documents</b>	Member Information Collection Statement 1PROC02 Information Collection and Management				
<b>References &amp; Legislation:</b>	<a href="#">Privacy Act 1988 (C2021C00242)</a>				

## 1. Introduction

The Board of Arcadians Theatre Group is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person. Arcadians Theatre Group is bound by the *Privacy Act 1988* (C2021C00242) and other applicable laws protecting privacy.

Arcadians Theatre Group may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the organisation's operations and practices and to make sure it remains appropriate to the changing legal environment.

## 2. Purpose

The purpose of this document is to provide a framework for Arcadians Theatre Group in dealing with privacy considerations.

## 3. Policy

Arcadians Theatre Group collects and administers a range of personal information for the primary function of operating a community theatre group, including:

- providing services to Members and maintaining our Membership records;
- staging theatrical productions and facilitating related programs;
- hiring out costumes, props, sets and our venue;
- conducting the organisation's related activities and operations;
- involving the community in our organisation and its activities; and
- promoting and seeking support for our organisation.

Arcadians Theatre Group is committed to protecting the privacy of personal information it collects, holds and administers, in keeping with the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988* (C2021C00242).

Arcadians Theatre Group recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies and also reflected in our Privacy Policy and procedures, which are compliant with the *Privacy Act 1988* (C2021C00242).



Arcadians Theatre Group is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

Arcadians Theatre Group will:

- Collect only information which the organisation requires for its primary function;
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their own information, and the right to seek its correction.

## Our Privacy Policy Explained

### What personal information do we collect and why?

The following are the main purposes for which personal information is collected by Arcadians Theatre Group and the main types of personal information collected.

#### *Information about our Members*

Arcadians Theatre Group is a member-based organisation. To become a Member of Arcadians Theatre Group and receive the benefits of Membership, Arcadians Theatre Group collects personal information such as your name, date of birth, address, phone numbers, and e-mail address. We may also collect sensitive information such as health information. The information is used to communicate with our Members, enable Members to participate in the organisation's activities, to exercise our duty of care and ensure the health and safety of Members participating in our activities. An information collection statement is provided to Members with their Membership application form explaining the purposes of collecting the information. Usually, the information is provided directly by you through our Membership application form, but in some instances, information is provided by a third party (eg, the parent/carer of a child or young person may provide information on their behalf).

#### *To sell tickets to our theatre productions and other events*

Tickets can be purchased in a number of ways, including calling our box office, at our box office in person on the day of a performance, or through electronic means such as e-mail or visiting our website and accessing a third party ticket booking system. When you purchase a ticket, your information may be used to facilitate payment, provide you with your ticket, provide you with any applicable discounts, notify you of changes in relation to the production or event, send out information about upcoming performances and also for marketing and other research purposes related to our activities. With your consent, we may collect your health or other sensitive information to assist you (eg, for accessible seating).

Please note that if you provide us with personal information about third parties (for example, if you buy tickets on behalf of another person), we ask that you let them know about this Privacy Policy. You should not give us any sensitive information (such as health information) about a



third party or ask us to send any information to a third party (including by e-mail) unless you are sure that you have that person's consent to do so.

## ***To communicate with donors and supporters***

We collect personal information about our current and potential donors, supporters and other people interested in our organisation and activities, so that we can encourage, record and acknowledge their support and communicate with them about the organisation and our activities.

## ***To operate our website***

When you use our website ([www.arcadians.org.au](http://www.arcadians.org.au)) you may choose to provide your name, e-mail address or other personal details for such purposes as booking an audition, signing up to our mailing list, or sending us an e-mail. We use the information you provide to answer your queries or provide you with the information or service requested.

When you visit our website, Arcadians Theatre Group may use "cookies" to remember your web browser between visits to our website. A cookie is a type of anonymous information shared between your browser and our server. It is a small text file that a server places on your hard drive to identify that subsequent requests to our site have come from the same user. In this situation, a cookie identifies your browser, not you personally. Arcadians Theatre Group may use cookies on our website to facilitate online transactions and analyse patterns of usage of our website. If for any reason you do not wish to take advantage of cookies, you may configure your browser so it does not accept them. However, this may disable or render some features of our website unusable from your browser.

## ***To hire out our costumes, props, sets and our venue***

We will collect personal information about you if you are entering into an agreement with Arcadians Theatre Group to hire any of our costumes, props, sets or if you are hiring the Miner's Lamp Theatre for your own production or event. The information is used to manage the hire agreement between you and our organisation.

## **How do we use personal information?**

When we collect personal information, we use it for the purposes for which it was collected, or as otherwise authorised or required by law. We may sometimes use personal information for marketing or other research to guide and assist us with future programming and planning for our organisation's activities.

If you have purchased tickets from us, we may use your information to send you material (including by e-mail) about Arcadians Theatre Group or our programs or other related services, unless you tell us not to.

If at any time you do not want us to use your personal information or send you any further information, you can always let us know by contacting our Privacy Officer through the contact details provided in this policy.



From time to time we may send you special offers and promotions from third parties (eg, another theatre group in the local area). We will not disclose your personal information to those third parties. If you do not wish to receive offers from third parties please contact our Privacy Officer through the contact details provided in this policy.

## Disclosing personal information

For the purposes we have described, we may disclose your personal information:

- To people within Arcadians Theatre Group who help us to deliver our productions, events, and other activities and send out our communications;
- to anyone to whom our assets or business (or any part of it) may be transferred;
- where you have otherwise consented; or
- as otherwise required or authorised by law.

Some of our promotional material, such as photographs and other personal information (eg, name, biographical information) about our Members who perform in our productions or photographs of our audiences may be made available to the public, including on the Internet (eg, on our website or our Facebook pages) and outside Australia. The data protection laws in other countries may not provide an equivalent level of protection to Australian privacy law. You acknowledge that Arcadians Theatre Group will not have an obligation under Australian privacy laws to take reasonable steps to ensure that overseas recipients do not breach Australian privacy law.

## Third party links

There may be several places throughout our website that may link to websites that do not operate under our website's privacy practices (eg, the third party ticket booking website we use). When you link to other websites, Arcadians Theatre Group's privacy practices no longer apply. We encourage visitors to review each site's privacy policy before disclosing any personally identifiable information.

## Access, correction and complaints handling

If you would like to access your information or find out what information we have about you, please contact our Privacy Officer in writing using the contact details given in this policy. We will respond to any such request within a reasonable period of time. When you request access, we will need to take measures to verify your identity. We will provide you with access to most personal information we have about you, but sometimes that will not be possible, in which case we will tell you why (except to the extent it would be unreasonable for us to do so).

If you think that any personal information we hold about you is not accurate, complete or up-to-date, you may request that we correct that information by contacting our Privacy Officer. We will respond to any such request within a reasonable period of time. Although in most circumstances we will be able to correct the personal information we hold about you, in some circumstances it may not be possible for us to correct some or all of your personal information in the manner in which you have requested. Where this is the case, we will notify you and give you the reason why (except to the extent it would be unreasonable for us to do so).

If you wish to make a complaint about the way we have handled your personal information (including if you think we have breached the Privacy Act), you may do so by contacting our

# Policy: Privacy



Privacy Officer using the contact details in this policy. If you make a complaint, please include contact details, such as your name, address, phone number and e-mail address and clearly describe your complaint. We will respond to your complaint within a reasonable period and will endeavour to deal with your complaint in an efficient manner. If we are unable to resolve your complaint and you believe that we have breached the Privacy Act, you may wish to contact the Office of the Australian Information Commissioner.

## More information

If you have any queries or would like further information about our privacy policy or practices, please contact our Privacy Officer by phoning (02) 4284 8348, or by e-mailing [secretary@arcadians.org.au](mailto:secretary@arcadians.org.au) or by writing to:

The Privacy Officer  
Arcadians Theatre Group  
PO Box 1135  
WOLLONGONG NSW 2500

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1.0	12/7/2016	Management Committee	Creation of original document
2.0	21/09/2021	Management Board	Review