

PRIVACY POLICY

Mandurah Performing Arts Centre (ManPAC) respects the privacy of its patrons and is committed to protecting their personal information and complying with its obligations under the Privacy Act 1988 (Cth). Personal information is information such as name, contact details and records of the patron's dealings with us. This Privacy Policy explains how we handle personal information and the ways in which we can be contacted about the personal information that we hold.

PURPOSES FOR HANDLING PERSONAL INFORMATION

ManPAC collects, holds, uses and discloses personal information for the following purposes:

- To interact with patrons
- To carry out transactions, such as to process payments
- To maintain our business records
- To provide information about activities and events that may be of interest to patrons
- Any purpose disclosed to which patrons have consented
- Any purpose that you would otherwise reasonably expect to run our business
- Any purpose required or permitted by law

COLLECTION

ManPAC collects personal information from our patrons whom we deal with. We only collect personal information by lawful and fair means. We collect personal information through our interactions with patrons, such as when purchasing a ticket to a performance, when we communicate by phone, mail, email or when entering personal information on our website.

DISCLOSURE

ManPAC will not sell, share or rent any personal information to third parties, except as specified in this Privacy Policy, or for a purpose that patrons would reasonably expect, that is required or permitted by law, or for which consent has been provided.

ManPAC may disclose personal information to third parties, such as:

- Our service providers (including ticketing services, mailing houses, etc.)
- Our professional advisers, including lawyers, accountants and auditors
- Government, regulatory and law enforcement authorities
- Promoters (venue hirers) when patrons have consented to receive marketing materials from Promoters.

ManPAC holds the personal information on a secure database. The database provider may occasionally need to access any database to provide its service to us.

ACCURACY

ManPAC takes reasonable steps to ensure that the personal information that we collect, hold and use is accurate, up-to-date and complete, and that the personal information that we disclose to third parties is also relevant.

As such, we encourage patrons to contact us if they believe that any of the personal information that we hold is inaccurate, outdated, incomplete, irrelevant or misleading. Patrons may request that we correct such personal information by contacting us on the details provided below.

ManPAC will respond to all requests to correct personal information. We are not obliged to correct any personal information if we do not agree that it requires correction and we may refuse to do so. If we refuse, we will provide the patron with a written notice explaining the basis for our refusal.

SECURITY

ManPAC holds personal information in both paper-based and electronic files. Electronic information is stored on secure servers that are protected in controlled facilities. In some cases, these facilities may be overseas.

ManPAC seeks to ensure that personal information that we hold is protected from misuse, interference and loss caused by unauthorized access, modification or disclosure. Our employees and agents are obliged to treat any personal information held by us confidentially.

In the case that private and sensitive information is disclosed without appropriate authority, the CEO and relevant members of the Executive Team will immediately meet to undertake the following:

- a) Gather all facts and information in relation to the unauthorised disclosure.
- b) Assess the risks in relation to the unauthorised disclosure.
- c) Determine any mitigation steps that may need to be urgently actioned to reduce further harm.
- d) Determine if there has been a breach of this policy.
- e) Determine a response in relation to the unauthorised disclosure, including but not limited to informing the subject of the private and sensitive information, reporting to the Board of Management, and/or any improvements that need to be made to prevent future unauthorised disclosures.

OUR WEBSITE

ManPAC's website utilises "cookies", which are pieces of data that are stored on website visitors' hard drive containing details about your use of our website. Use of a cookie does not provide us with information about patrons that can be used to identify them, rather, they anonymously track usage of our website, so that we can enhance users' experience of our website. Website Visitors may elect to reject cookies and still use our website.

ManPAC allows certain Promoters to utilise marketing tracking through Facebook Pixels or Google Tags on our website to receive aggregate data about their events.

ManPAC also use IP addresses to analyse trends, administer our website, track use movements on our website, and gather broad demographic data for aggregate use, which we may share with our partners and advertisers. We note that IP addresses are not linked to any information that could identify the website visitor.

MARKETING

ManPAC may use the personal information that it holds about patrons, including contact details, to provide patrons with information about activities, events and products that may be of interest to you, or to seek donations for our activities. Patrons may opt out of receiving all or certain types of marketing information from us at any time by contacting us on the details provided below.

In addition, when patrons create an account with us, and during many ticket transactions, we will also ask whether you would like to receive news and offers from us and our Promoters. If you agree to receiving news and special offers information from ManPAC, you agree that we may send you marketing communications (including via social media). The preference to receive or not receive marketing will continue to apply until changed by the patron.

If patrons agree to receiving marketing information from Promoters, you are agreeing that they (including where applicable Performing Arts Companies) may contact you directly for marketing purposes.

As a general rule, if third parties have received your personal information, their handling of your personal information will be governed by their privacy policies. In some cases, it may also be necessary for patrons to contact the relevant organisations to notify them of their decision.

ACCESS

If a patron wishes to gain access to the information that ManPAC holds, contact us on:

Mandurah Performing Arts Centre
PO Box 1049, Mandurah WA 6210
08 9550 3900 - manpac@manpac.com.au

ManPAC will respond to all requests for access. On the rare occasions when we refuse access, we will provide a written notice stating our reasons for refusing access and the provisions of the Privacy Act on which we rely to refuse access. We may seek to recover the reasonable costs that we incur for providing you with access to any of the personal information that we hold.

QUESTIONS AND COMPLAINTS

Patrons who have any questions, concerns or complaints about the way in which we have handled your personal information, or believe that Privacy Policy we have not complied with our obligations under the Privacy Act, patrons may contact us on the details provided above.

Patrons may also lodge a complaint with the Office of Australian Information Commissioner by calling 1300 363 992 or sending an email to enquiries@oaic.gov.au.

CHANGES TO THIS PRIVACY POLICY

ManPAC may make changes to this Privacy Policy at any time without notice to patrons.