

## PRIVACY POLICY

Your privacy is important.

This statement outlines how Queensland Ballet (**we, our, us**) collect, use and manage any personal information provided to, or collected by, us, including in our role as manager and operator of the Thomas Dixon Centre.

We respect your rights to privacy under the *Privacy Act 1988 (Cth)* (**Act**) and we comply with all of the Act's requirements in respect of the collection, management and disclosure of your personal information.

Queensland Ballet may, from time to time, review and update this Privacy Policy. Any updated versions of this privacy policy will be posted on our websites. Please review our websites regularly for updates.

### What is your personal information?

When used in this privacy policy, the term "personal information" has the meaning given to it in the Act. In general terms, it is any information that is about you. This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

### What kind of personal information do we collect and hold?

We may collect the following types of personal information, but we will collect the minimum amount of personal information necessary in the circumstances:

- name;
- mailing or street address;
- email address;
- telephone number;
- age or birth date;
- profession, occupation or job title;
- details of the products (e.g. tickets) or services (e.g. ballet class), which you have purchased from us or which you have enquired about, together with any additional information necessary to deliver those products and services and to respond to your enquiries;
- donations you have made;
- credit card information;

- any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites or online presence, through our representatives or otherwise; and
- information you provide to us through visits to our venues or customer surveys from time to time.

We may collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our websites.

### **Dance health programs**

As part of our dance health / therapy program, we have partnered with health organisations and researchers to develop a unique set of programs that aim to improve the health and wellbeing of people through dance and movement. As part of this program, it may be necessary to collect health information, for the purposes of our dance therapy program, from employees (particularly dancers), contractors (also dancers), and students of the various programs. This information may include injury records, medical records, and treatment plans relating to a dancer's ability to perform.

It may also be necessary to share your health information with medical professionals, and de-identified health information with research partners.

We segregate health information, and ensure that only personnel who have a genuine need to access that information can access it.

### **How do we collect your personal information?**

We will generally collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect it in ways including:

- through your access and use of our websites located at: [queenslandballet.com.au](http://queenslandballet.com.au), or [thomasdixoncentre.com.au](http://thomasdixoncentre.com.au);
- during conversations between you and our representatives including on the phone and by email; or
- when you:
  - make a donation or buy a ticket to a performance;
  - enrol, register and / or attend an audition or workshop with, or facilitated by, the Queensland Ballet Academy;
  - volunteer with us;
  - subscribe to a newsletter or other marketing materials;
  - enter a competition;

- book a ballet class; or
- attend a class, workshop or performance at a venue.

In some circumstances we may be provided with personal information about an individual from a third party, for example, from a consulting health practitioner in relation to our dance therapy programs. However, we will only collect information from your health practitioner with your consent.

### **What happens if we can't collect your personal information?**

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide our products and services to you, either to the same standard or at all;
- we may not be able to provide you with information about products and services that you may want, including information about special promotions;
- if you are applying for a role with us, we may not be able consider your application for the role (for example, for employment or engagement as a contractor or volunteer) or provide you with any benefits or otherwise administer our employment, contracting or volunteer relationship with you; or
- we may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful.

### **Cookies**

In some cases we may also collect your personal information through the use of cookies on our website and associated applications.

When you access our websites, we may send a "cookie" (which is a small summary file containing a unique ID number) to your computer. This enables us to recognise your computer and greet you each time you visit our websites without bothering you with a request to register. It also enables us to keep track of products or services you view so that, if you consent, we can send you news about those products or services. We also use cookies to measure traffic patterns, to determine which areas of our websites have been visited and to measure transaction patterns in the aggregate. We use this to research our users' habits so that we can improve our online products and services. If you do not wish to receive cookies, you can set your browser so that your computer does not accept them.

We may log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer the websites, track users movements, and gather broad demographic information.

Cookies may be either "session" or "persistent." A session cookie expires (i.e., is deleted) when you close your browser. A persistent cookie remains until it expires or you delete the cookies via your browser settings. Expiration dates are set in the cookies themselves and may vary in length, depending on the purpose of the cookie.

You may limit the cookies set in your browser by taking the steps described below. Note that declining cookies may impact your ability to use our services.

Browser settings: You may change your browser's settings to delete cookies that have already been set and to reject new cookies. To learn more, visit the help pages of your browser.

You may also visit our sites in your browser's "private" or "incognito" mode, in which case cookies will be set, but deleted when you close your browser.

Google cookies: Google provides ways to manage or opt out certain of its advertising cookies (<https://adssettings.google.com>) and analytics cookies. (<https://tools.google.com/dlpage/gaoptout>). You may read Google's Privacy Policy at <https://policies.google.com/>.

## **For what purposes do we collect, hold, use and disclose your personal information?**

We collect personal information about you so that we can perform our activities and functions to provide world-class productions and an active program of activities for engagement with our communities.

We collect, hold, use and disclose your personal information for the following purposes:

- to provide products and services to you and to send communications requested by you;
- to provide to third parties including presenters, guest artists and performers who perform at Queensland Ballet venues, with your consent;
- to facilitate volunteering and charitable giving to support our company;
- to answer enquiries and provide information or advice about existing and new products or services;
- to provide you with access to protected areas of our websites;
- to assess the performance of our websites and to improve the operation of our websites;
- to conduct business processing functions including providing personal information to our contractors, service providers or other third parties;
- for the administrative, marketing (including direct marketing), planning, product or service development, quality control and research purposes of the Queensland Ballet, its contractors or service providers;
- to provide your updated personal information to our contractors or service providers;
- to update our records and keep your contact details up to date;
- for security purposes;

- to process and respond to any complaint made by you; and
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country.

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

### **To whom may we disclose your information?**

We may disclose your personal information to:

- our employees, contractors or service providers for the purposes of operation of our websites or our company, fulfilling requests by you, and to otherwise provide products and services to you;
- web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, insurers, business advisors and consultants;
- presenters, performers, promoters who perform or operate at Queensland Ballet venues;
- suppliers and other third parties with whom we have commercial relationships, for business, marketing, security, fundraising and related purposes; and
- any organisation for any authorised purpose with your express consent.

### **Direct marketing materials**

We may send you direct marketing communications and information about our products and services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS and email, in accordance with applicable marketing laws, such as the *Spam Act 2003* (Cth). If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving marketing communications from us by contacting us (see the details below) or by using opt-out facilities provided in the marketing communications and we will then ensure that your name is removed from our mailing list.

We do not provide your personal information to other organisations for the purposes of direct marketing.

### **How can you access and correct your personal information?**

You may request access to any personal information we hold about you at any time by contacting us (using the details in the 'Contacting us' section below). You also have the right to ask us to confirm whether we hold any personal information about you. Before we provide you with access to your personal information, we may require some proof of identity. When contacting us to request access to or correction of any

personal information we hold about you, we ask that you provide us with as much detail as you can about the information in question as this will help us to retrieve it.

Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by posting or emailing a copy to you). We may charge you a reasonable fee to cover our administrative and other reasonable costs in providing the information to you. We will not charge for simply making an access request and will not charge for making any corrections to your personal information.

There may be instances where we cannot grant you access to the personal information that we hold about you. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal and set out any mechanisms available to you to complain about our refusal of your request.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request that we correct it. We will then consider if the information requires correction. If we do not agree that there are grounds for correcting your personal information, then (if you so request) we will add a note to the personal information stating that you disagree with it. We will not charge you for making a request that your personal information be corrected, for correcting your personal information or adding a note to the personal information stating that you disagree with it.

### **What is the process for complaining about a breach of privacy?**

If you believe that we have breached your privacy, please contact us using the contact information below and provide details of the incident so that we can investigate it. We will treat your complaint confidentially, investigate your complaint and aim to ensure that we contact you and your complaint is resolved within a reasonable time (and in any event within the time required by applicable privacy laws).

We will deal with any complaint by investigating it, and providing a response to you within a reasonable time, provided that we have all necessary information and have completed any investigation required. In some cases, we may need to ask you to put your complaint in writing so that we are sure that we understand it, and may also need to ask you for further information or to verify your identity. We will attempt to confirm as appropriate and necessary with you your understanding of the conduct relevant to the complaint and what you expect as an outcome.

If you are dissatisfied with the outcome in respect of your rights or requests, please contact us. We will review and carefully consider your comments, and any further information that you provide, and advise if we have changed our view. Alternatively, you may take your complaint to the Privacy Commissioner at the Office of the Australian Information Commissioner (OAIC). The contact details for the OAIC are available from the OAIC's website at [www.oaic.gov.au](http://www.oaic.gov.au).

## **Do we disclose your personal information to anyone outside Australia?**

We may disclose personal information to third party suppliers and service providers located overseas, including our IT service providers located in the United States of America, for some of the purposes listed above.

We take reasonable steps to ensure that the overseas recipients of your personal information do not breach the privacy obligations relating to your personal information.

## **Security**

We have adopted the technical and organisational measures necessary to maintain the level of security required for the personal information processed and also have the necessary mechanisms in place to prevent, to the extent possible, any unauthorised access, theft, illicit modification and loss of information.

In any case, we will only retain personal information during the time period necessary to fulfil the intended purposes of collection and otherwise as required by applicable laws. Personal information will be erased, deleted or will be rendered anonymous when that personal information is no longer needed for the purposes for which it was collected.

As our websites are linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

## **Links**

Our websites may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

## **Contacting us**

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our websites or contact our Privacy Officer using the details set out below.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

Please contact our Privacy Officer at:

Privacy Officer

Tel: +61 7 3013 6666

Email: [privacy@queenslandballet.com.au](mailto:privacy@queenslandballet.com.au)

### Reference

<b>Renewal</b>	Annual
<b>Policy Owner</b>	Human Resources
<b>Current version</b>	Approved October 2022
<b>Previous versions</b>	None