

Title	Privacy
Type of Policy	Compliance Policy
Last Reviewed	April 2009

Introduction

Scope	
This policy applies to all Arts Centre Staff, Contractors and any other agents carrying out an outsourced function on behalf of the Arts Centre, when handling personal information collected from Arts Centre activities.	
Purpose	
The purpose of this policy is to outline the principles that must be followed when collecting, using, disclosing or storing personal information collected from individuals who interact with the Arts Centre.	
Related Compliance Requirements	Information Privacy Act 2000 (Vic) Universal Declaration of Human Rights Victorian Charter of Human Rights and Responsibilities
Related Policy or Operating Procedures	The Arts Centre's Privacy Statement (see Attachment C)
Key Definitions	See Attachment A for definitions of key terms used within this Policy.

1 Background

All Victorian Public Sector organisations must comply with the *Information Privacy Act 2000* (Vic) (“**Act**”) when handling personal information about individuals who interact with them. Privacy is a basic human right preserved by the Universal Declaration of Human Rights and the Victorian Charter of Human Rights and Responsibilities.

This policy outlines the Arts Centre’s requirements when handling personal information, to ensure compliance with the Act.

The Act also sets out ten Information Privacy Principles (“**IPP**”), which are referred to in this policy when appropriate.

Personal Information

Personal information is information or an opinion that is recorded in any form, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

E.g. Name, address, telephone or mobile number, email address, photographs, CCTV footage, date of birth, usernames & passwords, bank details, employment history, Tax File number or any other type of information that could enable an individual to be identified.

Even if the information or opinion is not true, it could still be classified as personal information if an individual can be readily identified from it.

2 Collecting Personal Information (IPP 1)

- 2.1 The Arts Centre must not collect personal information unless the information is necessary for one or more of its functions or activities.
- 2.2 When collecting personal information the following must be considered before information is collected:
 - 2.2.1 whether the collection is necessary for one or more of the Arts Centre’s functions or activities; and
 - 2.2.2 whether that function or activity could be performed without requiring the collection of that personal information; and
 - 2.2.3 what would be the consequences of an individual’s failure to provide specific personal information that would be requested of them.
- 2.3 If it is determined that it is necessary to collect personal information from an individual, the amount of information collected should be limited to what is absolutely necessary to carry out the function or activity.

E.g. It is necessary to collect the name, address and contact details in an individual’s Membership application, in order for them to receive the benefits of the Arts Centre’s Membership program.

However, it is unlikely that it is necessary to collect information about that person’s marital status in order for them to receive those benefits.

- 2.4 If information is being collected that is not necessary to carry out the function or activity, the individual must be made aware that it is not mandatory to supply that information.
- 2.5 The Arts Centre must collect personal information only by lawful and fair means and not in an unreasonably intrusive way.
- 2.6 At or before the time the Arts Centre collects personal information from an individual (or, if that is not practicable, as soon as practicable after), the Arts Centre must take reasonable steps to ensure that the individual is aware of:
- 2.6.1 the identity of the person collecting the information (that is, the Arts Centre) and how to contact it; and
 - 2.6.2 the fact that the individual is able to gain access to the information; and
 - 2.6.3 the purposes for which the information is collected; and
 - 2.6.4 the organisations or kinds of organisations to whom the Arts Centre usually discloses information of that kind; and
 - 2.6.5 any law that requires the particular information to be collected; and
 - 2.6.6 the main consequences (if any) for the individual if all or part of the information is not provided.
- 2.7 The Arts Centre's Privacy Statement (**Attachment C**) sets out:
- 2.7.1 the identity of the person collecting the information (that is, the Arts Centre) and how to contact it; and
 - 2.7.2 the fact that individuals are able to gain access to personal information held about them by the Arts Centre;
 - 2.7.3 the purposes for which the Arts Centre usually collects personal information; and
 - 2.7.4 the organisations or kinds of organisations to whom the Arts Centre usually discloses personal information.
- 2.8 In most instances when collecting personal information, it will be sufficient to draw the individual's attention to the Privacy Statement. However, where you are collecting information not specifically listed in the Privacy Statement, or where it is being used or disclosed in a manner not addressed in the Privacy Statement, this should be separately notified to the individual at the time the information is being collected. A Collection Notice should be used to do this, refer **Attachment B** for an example of a Collection Notice.
- 2.9 Individuals must be made aware of the consequences to them if they don't provide their personal information to the Arts Centre.
- E.g. If a ticket buyer doesn't provide the Arts Centre with their phone number (or email address) when they buy tickets, we will be unable to notify them if there are any changes or cancellations to the event they have purchased tickets to. This should be explained to them at time of purchase.**
- 2.10 If it is reasonable and practicable to do so, the Arts Centre must collect personal information about an individual only from that individual.
- 2.11 If the Arts Centre collects personal information about an individual from someone else, it must take reasonable steps to ensure that the individual is or has been made aware of the matters listed above.

3 Using and disclosing Personal Information (IPP 2)

Use and disclosure generally

- 3.1 The Arts Centre may use or disclose personal information for the purposes for which it was collected (referred to as “**primary purposes**”). These will be the purposes as set out in the Arts Centre’s Privacy Statement, or they could be other purposes as notified to the individual at the time that the information is collected.
- 3.2 The Arts Centre must not use or disclose personal information about an individual for a purpose other than the primary purpose (that is, for a secondary purpose) unless:
- 3.2.1 the secondary purpose is related to a primary purpose; OR
 - 3.2.2 the individual has consented to the use or disclosure; OR
 - 3.2.3 the Arts Centre has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses the personal information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities; OR
 - 3.2.4 the use or disclosure is required or authorised by or under law.
- 3.3 It can be very difficult to determine what secondary uses or disclosures are permitted, therefore the Privacy Officer must be consulted prior to using or disclosing personal information outside of a primary purpose, or where the individual has not otherwise consented to the use and disclosure of the information.

Disclosure to third parties

- 3.4 An individual should be provided with the opportunity to “opt out” of having their details disclosed to a third party, except in the cases where that disclosure is to a third party who carries out an activity on behalf of the Arts Centre which is related to the primary purpose of collection, e.g. mail distributors, ticketing agents, information technology services, and where the disclosure is required for that purpose.
- 3.5 Only the personal information necessary for the third party to perform their stated activity should be disclosed.
- 3.6 It is important that the Arts Centre ensures any third parties it discloses personal information to are contractually obliged to handle that personal information in an appropriate manner. Therefore please contact the Privacy Officer before entering into arrangements with third parties when personal information will be disclosed.

Disclosure to law enforcement agencies

- 3.7 If a law enforcement agency requests personal information, the request must be passed to the Privacy Officer for processing.

Disclosure in emergency situations

- 3.8 In an emergency situation, personal information may be disclosed to a third party if it is reasonably believed that disclosure is necessary to lessen or prevent either of the following:
- 3.8.1 A serious and imminent threat to an individual’s life, health, safety or welfare;
or
 - 3.8.2 A serious threat to public health, safety or welfare.

Direct marketing

- 3.9 Personal information collected from an individual must not be used for direct marketing purposes, unless the individual has consented to this use.
- 3.10 Personal information about individuals held by the Arts Centre, must never be sold to another party, or disclosed to a third party who is known to be in the business of on-selling customer lists.
- 3.11 Additionally, personal information must not be disclosed to third parties for them to use for direct marketing purposes unless the individual has consented to this use and disclosure.
- 3.12 Obtaining consent for direct marketing from the Arts Centre must not be bundled with obtaining consent for another use or disclosure, or with consent to disclosure to another party for them to use for direct marketing purposes. I.e. Individuals should have the freedom to provide their personal information for a primary purpose, without being obliged to having their information used for direct marketing purposes, or without having the choice of who they consent to receiving direct marketing from.

E.g. When processing a ticket sale, it would not be acceptable to only give a customer the option of consenting to both receiving marketing material from the Arts Centre and to the disclosure of their information to Presenters to use for marketing purposes, in the same question.

Instead two separate questions should be asked:

- i) **Do they give consent to the Arts Centre using their information to send marketing material?**
- ii) **Do they consent to the Arts Centre disclosing their information to Presenters to use for marketing purposes?**

4 Data Quality (IPP 3)

- 4.1 The Arts Centre must take reasonable steps to ensure that the personal information it collects uses and discloses is accurate and up to date.
- 4.2 When collecting personal information, where possible confirm with the individual that that information has been recorded correctly.

E.g. If collecting information from an individual over the phone or in person, always read their details back to them and confirm the spelling, particularly with unusual words or names, names that can have varied spellings, and unclear letters.

- 4.3 If an individual notifies the Arts Centre of any changes to their personal information, or preferences in terms of how that information is used, those changes must be processed and entered into all databases where their information is held as soon as possible after the notification is received.
- 4.4 If information is to be used after the time it was collected, consideration should be given to the accuracy of the information and the impact on the individual if it is inaccurate. If inaccurate information could have an adverse impact on the individual, then steps should be taken to verify the accuracy and completeness of the information before it is used.

E.g. If the address details in an existing customer record are to be used to send tickets to a customer, the address details held should always be verified with the customer during the current transaction to ensure the tickets get sent to the correct address.

- 4.5 If personal information is being transferred from one location to another, e.g. from hard copy to soft copy, or from one database to another, checks must be made to ensure the data is transferred completely and accurately.

5 Data Security (IPP 4)

- 5.1 The Arts Centre must take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
- 5.2 The Arts Centre must take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose.

Access to Personal Information

- 5.3 Only staff members who require access to personal information to carry out their specified job role should have access to that information, whether that be access to, or within an Information System, or physical access to hard copy information.

E.g. Only payroll staff should have access to payroll data, only Ticketing and Marketing staff who need access to customer details to carry out their job roles should have access to that customer data in the ticketing system.

Storage of Personal Information

- 5.4 Personal information held in a hard copy format must be filed and held securely within locked offices or filing cabinets.
- 5.5 Personal information must never be taken from the system or location it is stored within, other than to use that information in accordance with this policy.
- 5.6 The security of all systems that hold personal information must be assessed when the system is installed and reassessed on a regular basis thereafter. Access security settings must ensure that only staff who need access are able to access personal information stored within the system.
- 5.7 Personal Information must never be stored on USB storage devices, CDs or other portable data storage devices, e.g. external hard drives, ipods or MP3 players.

Transmission of Personal Information

- 5.8 Appropriate precautions should be taken when emailing personal information and information should only be emailed when absolutely necessary.
- 5.9 If personal information needs to be emailed care should be taken to ensure email addresses are correct, that an indication is given in the email that it contains personal information, and that copies are not sent or forwarded to people who do not need that information.
- 5.10 Email addresses themselves can be personal information, and therefore care should be taken when disclosing them within an email. When sending group emails, the "BCC" (blind carbon copy) function should be used when including multiple recipients who are not Arts Centre employees, and when the other recipients on the email do not need to know they were included in the communication.
- 5.11 Faxes containing personal information should only be sent when that information cannot be transmitted by any other method. If a fax must be sent then the confirmation page must be removed from the fax machine and receipt of the fax should be confirmed with the recipient.

Destruction or de-identification of Personal Information

- 5.12 Where personal information is no longer required for the a purpose for which it can be used under the Act, and it does not constitute a Public Record (Refer **Public Records Act 1973**), or is required to be retained under any other piece of legislation, it should be de-identified or destroyed. Hard copy information must always be shredded.
- 5.13 Note – A significant amount of information held by the Arts Centre will constitute a Public Record. Therefore please contact the Records Management Officer and Privacy Officer for advice before destroying or de-identifying any personal information.

6 Openness (IPP 5)

- 6.1 The Arts Centre must:
- 6.1.1 set out in a document clearly expressed policies on its management of personal information, and must make the document available to anyone who asks for it; and
 - 6.1.2 on request by a person, take reasonable steps to let the person know, generally, what sort of personal information it holds about them, for what purposes, and how it collects, holds, uses and discloses that information.
- 6.2 These requirements are met in general by the Arts Centre's **Privacy Statement** (see **Attachment C**).
- 6.3 When collecting personal information, you should always notify individuals where they can find the Privacy Statement. The Privacy Statement can be found on the Arts Centre's Internet page www.theartscentre.com.au.

7 Right to Access and Correct Information (IPP 6)**Access**

- 7.1 If the Arts Centre holds personal information about an individual, it must provide the individual with access to the information on request by the individual, except to the extent that:
- 7.1.1 providing access would pose a serious and imminent threat to the life or health of any individual;
 - 7.1.2 providing access would have an unreasonable impact on the privacy of other individuals;
 - 7.1.3 the request for access is frivolous or vexatious; or
 - 7.1.4 the information relates to existing legal proceedings between the Arts Centre and the individual.
- 7.2 If an individual requests access to personal information held by the Arts Centre, the Arts Centre must:
- 7.2.1 provide access, or reasons for the denial of access; or
 - 7.2.2 provide reasons for the delay in responding to the request for access to the personal information,
- as soon as practicable, but no later than 45 days after receiving the request.

- 7.3 If the Arts Centre is not required to provide the individual with access to the information the Arts Centre must, if reasonable, consider whether the use of mutually agreed intermediaries would allow sufficient access to meet the needs of both parties.
- 7.4 Where providing access would reveal evaluative information generated within the Arts Centre in connection with a commercially sensitive decision-making process, the Arts Centre may give the individual an explanation for the commercially sensitive decision rather than direct access to the information.
- 7.5 All requests for access to personal information must be forwarded to the Privacy Officer before access can be granted.
- 7.6 Ticket-buying customers may access and amend their account information by logging on to their online account, or requesting their details at the Box Office or Contact.
- 7.7 The Arts Centre may charge for providing access to personal information. If the Arts Centre charges for providing access to personal information, the Arts Centre:
- 7.7.1 must advise an individual who requests access to personal information that the Arts Centre will provide access on the payment of the prescribed fee; and
 - 7.7.2 may refuse access to the personal information until the fee is paid.

Correction

- 7.8 If the Arts Centre holds personal information about an individual and the individual is able to establish that the information is not accurate, complete and up to date, the Arts Centre must take reasonable steps to correct the information so that it is accurate, complete and up to date.
- 7.9 If an individual requests the correction of personal information held by the Arts Centre, the Arts Centre must:
- 7.9.1 correct the personal information, or provide reasons for the refusal to correct the personal information; or
 - 7.9.2 provide reasons for the delay in responding to the request for the correction of personal information,
 - 7.9.3 as soon as practicable, but no later than 45 days after receiving the request.
- 7.10 If the individual and the Arts Centre disagree about whether the information is accurate, complete and up to date, and the individual asks the Arts Centre to associate with the information a statement claiming that the information is not accurate, complete or up to date, the Arts Centre must take reasonable steps to do so.
- 7.11 Requests to update an individual's name and contact details can be acted upon by anyone with authorised access to that information.
- 7.12 Requests to update any other form of personal information must be forwarded to the Privacy Officer.

8 Anonymity (IPP 8)

- 8.1 Where it is lawful and reasonably practicable, an individual should have the option of not identifying themselves when transacting with the Arts Centre.
- 8.2 When requesting personal information from an individual, you must therefore consider why that information is required, and whether it is necessary to conduct that transaction.

- 8.3 In instances where the provision of the information is optional, this should be made clear to the individual concerned.

E.g. If an individual wants to purchase a ticket to an event at the Arts Centre they should not be obliged to give their personal information to make the ticket purchase.

If making an online purchase or a purchase at the Contact Centre, personal information is required in order to send the customer their tickets.

If a customer does not want to give their personal information, they should be able to purchase tickets for cash at the Box Office without having to identify themselves.

9 Third Parties outside of Victoria (IPP 9)

- 9.1 The Arts Centre may transfer personal information about an individual to someone who is outside Victoria only if:
- 9.1.1 it reasonably believes that the recipient of the information is subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are substantially similar to the IPPs; OR
 - 9.1.2 the individual consents to the transfer; OR
 - 9.1.3 the transfer is necessary for the performance of a contract between the individual and the Arts Centre; OR
 - 9.1.4 the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the individual between the Arts Centre and a third party.
- 9.2 If personal information is to be transferred outside of Victoria, please contact the Privacy Officer before doing so as legal advice may need to be obtained prior to transferring that information.

10 Sensitive Information (IPP 10)

- 10.1 Sensitive information about an individual must not be collected unless:
- 10.1.1 it is necessary to perform an Arts Centre function or activity;
 - 10.1.2 the information is collected directly from the individual themselves; and
 - 10.1.3 the individual has consented.
- 10.2 If it cannot be proved that the sensitive information is necessary for an Arts Centre function or activity, sensitive information must not be collected.
- 10.3 Information should only be collected for a specific purpose, which must be clearly identified, and stated to the individual at the time of collection, and the amount of information collected should be limited to what is absolutely necessary to achieve that purpose.
- 10.4 The sensitive information collected must never be used for any other purpose outside the primary purpose of collection, without that individual's consent.

Supporting Documentation

i) Forms and Records Management

Forms or records that are generated by the policy are as follows:

Form	Retention Period	Location
N/A	N/A	N/A

ii) Related Material

Material which assists or supports execution of this policy is as follows:

Name	Document Type	Location
Guidelines to Information Privacy Principles	Guidelines	www.privacy.vic.gov.au Assurance & Compliance Intranet Page

Governance

i) Responsibility

Policy Owner	Manager, Assurance & Compliance
Approving Body	Risk Management & Audit Committee

ii) Version Control and Change History

Version Number	Approval Date	Approved by	Amendment
001			First version of policy

Attachment A: Definitions

Term	Definition
Act	<i>Information Privacy Act 2000 (Vic).</i>
IPP	Information Privacy Principle, as set out in Schedule 1 of the Act.
Personal Information	<p>Personal information is information or an opinion that is recorded in any form, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.</p> <p>E.g. Name, address, telephone or mobile number, email address, photographs, CCTV footage, date of birth, usernames & passwords, correspondence, voicemails, bank details, employment history, Tax File number or any other type of information that could enable an individual to be identified.</p> <p>Even if the information or opinion is not true, it could still be classified as personal information if an individual can be readily identified from it.</p>
Primary Purpose	The purpose for which the collection of personal information is required to carry out, and that was stated to the individual at the time of collection.
Privacy Officer	The Privacy Officer is the Manager, Assurance & Compliance.
Secondary Use	A use of personal information that is other than the primary purpose of collecting it.
Sensitive Information	<p>Information or an opinion about an individual's:</p> <ul style="list-style-type: none"> • Racial or ethnic origin; • political opinions; • membership of a political association; • religious beliefs or affiliations; • philosophical beliefs; • memberships of a professional or trade association; • membership of a trade union; • sexual preferences or practices; and • criminal record,

Attachment B: Collection Notices

Collection Notices

A Collection Notice must always be used when personal information is collected, which must state at a minimum:

- The purpose the information is being collected for;
- The consequences to the individual if the information is not provided;
- To whom (or which organisations) the information may be disclosed to;
- A link to the Arts Centre's Privacy Statement on the internet,

to the extent that these are not already covered by the Arts Centre's Privacy Statement

Collection notices could be in the form of Privacy Notices on forms, the website, posters or signs, notices at the box-office or other service counters, or telephone scripts, but must be available to individuals prior to, or at the time their information is collected.

Example collection notice

Preserving your privacy is important to us. Your personal information is being collected by the Arts Centre for the purpose of (state the exact purpose the information is being collected for. E.g. sending you tickets for purchased events or notifying you of any changes to these events).

(if it is necessary that the information be passed to a 3rd party, we must also state who it will be passed to and for what purpose).

You may access, or request that your personal information held by us is updated or modified at any time.

If you would like further information on how to do this, or more information on the Arts Centre's Privacy Statement and how we handle your personal information, please refer to our website <http://www.theartscentre.com.au> or call us on 9281 8000

Attachment C: The Arts Centre's Privacy Statement

Privacy Statement

Introduction

The Victorian Arts Centre Trust is committed to protecting your privacy. We are bound by the *Information Privacy Act 2000* (Vic), which sets out a number of principles concerning the protection of your personal information.

This Privacy Statement explains how we use and disclose personal information which we hold about you and the privacy rights you have in relation to that information.

We encourage you to check this Privacy Statement on our website regularly, as this Privacy Statement may change from time to time.

Your personal information

Personal information we may collect, or which may be held by us about you, may include:

- your name;
- your date of birth;
- your postal address;
- your telephone and mobile phone number;
- your email address;
- your image, if captured by CCTV cameras at the Centre, or if you are photographed or filmed when you visit any of our venues (such as the State Theatre, Hamer Hall and the Sidney Myer Music Bowl), or when you attend events at our venues; and
- your username and password.

We may also collect and hold information about you that is relevant to your performing arts and arts-related interests, and that is relevant to your attendance at the events we hold (including details of your attendance at events).

How we collect your personal information

We collect personal information in a number of ways, including:

- when you request information from us;
- when you subscribe to our newsletters and mailing lists;
- when you visit any of our venues, or when you attend events at our venues;
- when you make a donation to us;
- when you apply for a membership;
- from third parties selling tickets on our behalf, or on behalf of people staging events at our venues;
- from the organisations identified below under “When we disclose your personal information”;

Attachment C: The Arts Centre's Privacy Statement

- from publicly available sources of information; and
- when you otherwise provide information to us, including:
 - in writing;
 - in person;
 - by phone; or
 - from your use of our website.

How we use your personal information

We use your personal information to:

- enable you to purchase tickets and merchandise, including, where applicable, to process your credit card payment transactions;
- enable you to make donations or apply for membership with us, and to contact you regarding donations and memberships;
- send you your tickets to events held at our venues;
- inform you if events change, or regarding refunds, exchanges where those are permitted;
- gain an understanding of your performing arts and arts-related interests and to enable us to research and develop our business to better accommodate those interests; and
- as set out below under the heading “Marketing by us and our presenters”.

When we disclose your personal information

From time to time, we may need to disclose your personal information to other organisations. Those organisations carry out our:

- customer enquiries;
- ticket sales and distribution;
- newsletters and marketing;
- information technology services; or
- other services relating to events at our venues or which we organise.

In addition, we may disclose your personal information to:

- as permitted or required by law; and
- presenters whose events you have attended at our venues, where you have agreed to that disclosure, as set out below under the heading “Marketing by us and our presenters”.

Marketing by us and our presenters

When you create an account with us, including through our website, or when you otherwise provide us with your contact details, we will ask you whether you wish to receive information relating to us and to events that we think may be of interest to you. Where you agree to us doing so, we may use your personal information to provide you

Attachment C: The Arts Centre's Privacy Statement

with information relating to us and to events that we think may be of interest to you.

If you later decide that you do not wish to receive marketing information from us, please let us know by updating your details online through our website, at our Box Office or Information Desk, or by contacting us at the address set out below under the heading "How to contact us".

Where you buy tickets from us, we will also seek your consent to our providing your contact details, and the details of that transaction, to the presenter of the event to whom the ticket relates. The presenter will then use that information in accordance with its own privacy policy. Where you do not consent to that disclosure, we will provide the presenter only with anonymised details of your ticket purchase transaction.

The Arts Centre will not, however, be responsible for managing the presenter's subsequent use of that information. Therefore, if you later decide that you do not wish to receive marketing information from a presenter, you will need to contact the relevant presenter, who will deal with your request in accordance with the terms of its own privacy policy.

Sale of tickets through third parties

Where a third party (such as Ticketmaster) sell tickets for events held at our venues, the terms of that third party's privacy policy will apply. Those policies can usually be found on the third parties' websites. For instance, Ticketmaster's privacy policy can be found on its website at www.ticketmaster.com.au.

How we deal with your personal information if you apply for a job with us

If you apply for a job with us, you may be required to provide us with certain personal information, including your name, employment and educational background, as well as other personal information which we may require you to provide, or which you choose to provide us, in relation to your job application.

We will hold, use and disclose that information solely for the purpose of considering your application. In particular, in considering your application, it may be necessary for us to disclose some of that information to third parties to verify the accuracy of that information. In such circumstances, we will disclose only such information as is necessary in the circumstances.

In considering your application, we may also collect personal information about you from any third parties that you nominate as your referees in your application.

How you can help us to ensure the accuracy of the personal information we hold

We take all reasonable precautions to ensure that the personal information we collect, use and disclose is up-to-date.

However, the accuracy of that personal information depends to a large extent on the information you provide to us. To help ensure the accuracy of the personal information we hold about you, we ask that you:

- let us know if you become aware of any errors in the personal information we hold about you; and

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- inform us of changes to your personal information, such as changes to your name or address or other contact details.

How you can access your personal information

You have a right to access personal information that we hold about you, subject to some exceptions allowed by law. We reserve the right to charge a fee for providing you with access to your personal information.

How to contact us regarding privacy matters

If you have any questions in relation to privacy matters, please contact our privacy officer on privacy@theartscentre.com.au or (03) 9281 8000

Alternatively, you can write to our privacy officer at:

Privacy Officer
the Arts Centre
PO Box 7585
ST KILDA ROAD VIC 8004