



GENERAL STATEMENT

This Privacy Statement was established within the context of the digital information network (the WLT website) operated by Williamstown Little Theatre (WLT) and the potential for gathering personal information within electronic media. It is not, however, limited to the WLT website; it applies whenever you and WLT interact if there is a possibility that, during such interaction, we may acquire certain information about you.

Williamstown Little Theatre (WLT) is committed to protecting your privacy. We will make every effort to ensure that we use and treat personal information lawfully, fairly and correctly. To this end, we fully endorse and adhere and services to you. to the principles of data protection as set out in Privacy Act 1988 (the 'Act').

In particular we will:

- observe the conditions in the Act regarding the fair collection and use of personal information;
- collect and process personal information only to the extent that it is needed to fulfil our operational needs or to comply with any legal requirement;
- ensure the accuracy of any personal information kept by us;
- take appropriate technical and organisational security measures to safeguard personal information.

What information do we collect?

In the course of selling tickets or other merchandise, we may collect and maintain certain personal details (such as names, addresses, phone numbers, email addresses or credit card numbers) needed to help us efficiently perform various transactions or to comply with any legal requirement. We only collect these personal details when you specifically provide them on a voluntary basis.

We maintain an electronic record of any tickets issued to you for WLT and/or your participation in any WLT activities.

We maintain an electronic record of your membership of WLT in accordance with the requirements of the Association Incorporation Reform Regulations (Part 3).

We collect information, through cookies, if you register to post material on the WLT website. We do not use cookies to track your other online behaviour or to gather personal information for marketing purposes.

How do we use the information we collect?

When you purchase tickets for a WLT event, we use your personal details to complete the purchase transaction and to communicate with you about your ticket reservation, ticket delivery or other enquiries relating to the event.

In addition, whenever you purchase tickets, we may be required to share your personal details with a third party credit card processor to facilitate completion of your transaction. The credit card processor may share the same information with your credit card issuer for the issuer's use in connection with gathering data related to use of their cards, rewards programmes or other purposes. You are urged to read and become familiar with the privacy policies governing the use of your credit cards.

We may occasionally contact you to notify you of information that might affect your event experience, or to notify you of event cancellations or errors in your order. In addition, we may contact you regarding future events or services that may be of interest to you. We may send you our monthly newsletter. If you are not interested in receiving information from us, you can unsubscribe at any time.

Children

Parts of the WLT website may be of interest to children. We do not send unsolicited email to users who we know to be under 16. If you are under the age of 16, please get permission from a parent or guardian before you ask us to email you.

When do we share your information?

WLT will NEVER sell your personal information to others. We will NEVER share your email address or telephone number without your express permission.

Any third parties who access your data in the course of providing services on our behalf (for example, credit card processing) are subject to strict contractual restrictions to ensure that your data is protected, and in compliance with applicable data protection/privacy legislation.

Please note that we reserve the right to access and disclose personal data to comply with applicable laws and lawful government requests and to protect both ourselves and our users.

How Long Are Your Personal Details Retained?

We will maintain records of tickets issued and personal contact information for as long as there is a reasonable likelihood of you making a further purchase of tickets for a WLT event. We, from time to time, purge electronic records of customers.

If you purchase tickets or other merchandise using a credit card, we will retain a paper copy of your credit card details for a length of time reasonably necessary to process any future transactions related to your purchases, including refunds and charge-backs; and for any period legally required. Once this period has elapsed, records will be destroyed.

Use of Cookies

We use cookies to:

- determine if you are logged in or not;
- remember your search settings;
- remember if you have accepted our terms and conditions;
- allow you to add comments to our site.

By using the WLT website you are agreeing to the use of cookies as described.

Security

To protect your data, we do not store or transmit personal or credit card information on or via the internet.

Links to / from other websites

Our website contains links to other internet websites which we do not operate and other internet websites may contain links to our website. We are not aware of and are not responsible for the privacy policies, practices or content of such other websites. We encourage website visitors to read and become familiar with the privacy policies maintained by such other websites.

Notification of a data breach

If we become aware of unauthorised access to or loss of your Personal Information, we will promptly:

- (a) notify you;
- (b) investigate the cause;
- (c) do our best to remedy any consequences; and
- (d) tell you what steps we have taken to prevent a reoccurrence.

Complaints

If you have a complaint about how we collect or handle your Personal Information, please contact us using the contact details below. We treat any claims of privacy breaches seriously and will do our best to respond to your complaint within seven days of receiving it.

If you are unhappy with our response, you can refer your complaint to the Office of the Australian Information Commissioner in

.

How you can contact us

Please contact us if you have any queries about the Personal Information that we hold about you or the way we handle it. Our contact details are set out below:

(a) Email us at secretary@wlt.org.au

(b) Send a letter to us at:

Attention: Privacy Officer

Williamstown Little Theatre

PO Box 35
Williamstown VIC 3016

Any customer who wishes to be removed from our database should contact WLT by email at secretary@wlt.org.au