



PACT Centre for Emerging Artists – Privacy Policy

1 General

PACT Centre for emerging artists Inc (**PACT, us or we**) recognises that your privacy and the protection of your personal information is important to you. This policy sets out how we collect, use, disclose and secure your personal information. It also sets out your rights to access and correct your personal information held by us.

At PACT, we take our privacy obligations seriously and are committed to ensuring that we handle personal information in accordance with the Australian Privacy Principles (**APPs**) contained in the *Privacy Act 1988* (**Privacy Act**).

2 What is personal information?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

3 Collection of your personal information

We collect personal information relating to our patrons and subscribers, and visitors to our website, for our business purposes, which include our newsletter, electronic direct mail, VIP and donor lists, and other promotional and communication purposes. We will always give you an opportunity to opt-in to, and to opt-out of, any such marketing activities.

PACT may collect personal information including (but not limited to) the following: patrons' names, email addresses, addresses and other contact details.

PACT may make a record of information relating to your visit to our website. Such information includes your server address, domain name, IP address, the date and time of your visit, pages accessed, and documents downloaded.

If you send an email to any of our staff, we will record your email address. We will only use your email address for the purpose for which it was provided, and for any other purpose for which you would reasonably expect us to use it. We will not use your email address for any other purpose without your express consent.

PACT will not collect personal information in a way that would be unlawful or where such information is unnecessary or unrelated to our functions, activities or business.

4 COVID-Safe practices and contact tracing requirements

As directed by NSW Health, all staff, patrons and visitors to PACT (including any accompanied minors) are required to register their details upon entry to our premises using our QR code system. All such records will be stored securely by [Service NSW](#), as per NSW Government requirements. The data will be held under the [Service NSW Privacy Policy](#). By entering, you are providing us and Service NSW your permission to collect, store and, if necessary, disclose, this information.

5 Sensitive information

PACT does not actively collect any sensitive information such as information relating to your racial or ethnic origin, membership of political bodies, religion or trade unions, sexual preferences or activities, criminal record, state of health or medical history.

6 Use and disclosure of your personal information

We use the personal information we collect for our business purposes, to fulfil our legal obligations and to keep our subscribers and guests informed of our activities and other relevant information regarding PACT.

PACT will only use or disclose your personal information for the purpose for which it was collected, for another, related purpose for which you would reasonably expect us to use it, or for any other purpose with your consent (whether express or implied).

PACT may from time to time send you marketing material that we consider may be useful to you, which will be limited to information about our activities. If you do not wish to receive this information, you can let us know and we will not send it to you.

We will not sell, distribute or lease your personal information to third parties for marketing purposes.

Except as specified elsewhere in this policy, depending on the purpose of collection, your personal information may only be disclosed to any other person or entity authorised and specified by you.

PACT may use or disclose your personal information (including any sensitive information):

- (a) where required or authorised by or under an Australian law (including the Privacy Act) or an order of a court or tribunal;
- (b) in accordance with the Privacy Act, including where we hold a reasonable belief that the use or disclosure is required for certain enforcement or health and safety purposes, or that use or disclosure is necessary in relation to certain suspected unlawful activity or misconduct; or
- (c) if reasonably necessary for the establishment, exercise or defence of a legal or equitable claim or for the purposes of confidential alternative dispute resolution, and only to the extent reasonably necessary.

You may, in some circumstances, have the option of not identifying yourself or using a pseudonym when you deal with PACT, such as if you are making a general enquiry about us. However, if you choose not to provide your personal information, we may not be able to provide you with a service you request.

7 Cookies and analytics

We do not use cookies in providing our services. A cookie is a small file which asks permission to be placed on your computer's hard drive. The cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web

application can tailor its operations to your needs and preferences by collecting and remembering information about you.

8 Storage and security of your personal information

PACT may hold your personal information in a number of different formats, including software programs (located both onsite and offsite, including in the cloud), databases, filing systems and in offsite backup storage. PACT currently uses hosting services provided by third parties, including Google Cloud web hosting.

More information regarding the services provided by Google Cloud web hosting, including its data security measures and privacy policy, is available on its website:
<https://cloud.google.com/solutions/web-hosting>.

PACT is committed to ensuring that the information you provide is secure and we take all reasonable steps to protect your personal information from loss, unauthorised access, modification, disclosure or misuse. However, we cannot ensure the security of any information that you transmit to us over the internet and you do so at your own risk.

9 Access to your personal information

At any time, you may request access to personal information about you that PACT holds by contacting our Privacy Officer using the details below. PACT will process your request within a reasonable time. We will generally give you access to your personal information, and if we do not we will take reasonable steps to meet your needs (for example by letting you know generally the kind of information we hold about you). We will also give you the reasons why your request has been refused and advise you on avenues to make a complaint.

10 Correction of your personal information

You should notify PACT if there are any changes to your personal information. You may ask PACT at any time to correct personal information we hold about you by contacting our Privacy Officer.

11 Complaints

Please notify our Privacy Officer if you have any complaints relating to PACT's handling of your personal information. PACT will investigate all complaints and respond to you within a reasonable time and in accordance with its legal obligations.

12 Changes to this policy

This policy was last updated on 21 October 2020.

PACT may amend this policy by publishing a revised policy on our website. Any changes will be effective as of the date they are published.

13 Contact details and further information

If you have any questions in relation to privacy or you wish to access or correct your personal information, please contact us directly by email at communications@pact.net.au, or write to us at PACT centre for emerging artists, 107 Railway Parade, Erskineville, 2043.

For further information about privacy issues, see the Office of the Australian Information Commissioner's website at www.oaic.gov.au.