



# **Darwin Theatre Company**

## **Privacy Policy**

### **Our commitment to your privacy**

At Darwin Theatre Company we are committed to ensuring that all your personal information we collect is kept private and protected. We make sure that our websites are absolutely secure in their collection and use of your personal information and that we follow the Privacy Act 1998.

You have complete control over the information we store about you and what types of information, if any, you'd like to receive from us. Sometimes you may be asked to provide proof of identity before we show you your personal information - that's so we can prevent unauthorised access.

### **Our promise to you**

At Darwin Theatre Company, we take your privacy seriously, so we promise that:

- We won't use your personal data for any purpose that you have not agreed to, without first letting you know how and why we'd like to use your details. And, of course, we'll make sure that we have your permission first.
- We'll let you have access to your personal data to correct any inaccuracies or errors if you request.
- We won't give your personal data to any companies or individuals not associated with Darwin Theatre Company unless you've said it's okay, or if we're required to do so by law.
- We'll do our very best to ensure that your personal data is kept safe and secure.
- We'll never sell your personal data to third party list brokers or direct marketing companies. We know what a pain they are!
- Above all, we'll keep improving our service to you - that's the main reason for using your data! We want you to have the very best experience possible.

### **Staying in touch**

We'd love to hear from you. You can get in touch by visiting the "Contact Us" section of our website. Visit the Contact Us section if you have a general enquiry, customer service related enquiry or if you just want to say hi.

Alternatively, you can write to us at the following address:

Darwin Theatre Company  
GPO Box 1028  
Darwin NT 0801  
Australia

## **Telephone number**

From Australia, dial (08) 8942 0166 and from countries outside of Australia, dial +61 8 8942 0166. Please ask to speak to the Webmaster of Darwin Theatre Company.

## **Getting to know you**

We collect personal details, such as your email address, name and other information only when you register with us for competitions, promotions, memberships, workshops or when you sign up to receive email newsletters from us.

When you register with us, we might ask you for your:

- First name
- Surname
- Email Address
- Postal Address and Postcode

If you want to tell us a bit more about yourself, we'd love to hear even more, like your:

- Mobile phone number
- Interests (e.g. workshops, acting, volunteering)

We'll only use your data when you have given us permission to do so. When you register, we'll clearly state:

*"We may from time to time send you information about our products and services and those offered by other organizations associated with Darwin Theatre Company; details of our special offers or promotions; and any other advertising or marketing materials that we think might interest you. Please indicate if you would like to be contacted by us in this way by ticking yes or no below."*

If you're entering a competition, you can choose to tick either 'yes' or 'no' to let us know if you would like to be contacted or not. And don't worry, ticking 'no' won't affect your entry into the competition - your chances are as good as everyone else's! If you're registering specifically to hear from us, we'll take this as your consent, so we won't ask you to tick 'yes' or 'no'.

## **Why we're interested**

There are lots of reasons why we want to get to know you.

Sometimes we need your details to make sure you're eligible for our competitions. Of course if you're a winner, then we need to be able to get in touch with you to tell you the good news!

Occasionally we'll carry out some research on our database of people who have registered with us. We'll use this for internal purposes only. The main reason is to help us make sure that Darwin Theatre Company provides you with everything that you - our audience - are looking for.

We don't collect or keep your personal data unless it is strictly necessary for the above purposes. We don't keep it for longer than is necessary, either.

### **Keeping you in the loop**

We may wish to contact you from time to time with details of special offers, promotions, competitions, and information about our performances and workshops. If you want all of this, please tick the box marked 'yes' when registering with us. We won't use your details for direct marketing without your consent.

Third parties and/or other organizations associated with Darwin Theatre Company (for example, other local arts organisations) may also wish to contact you from time to time with information they believe may be of interest to you. If you wish to receive such communications then please tick the box marked 'yes' when registering with us.

You always have the right to object, at any time, to your personal data being used for direct marketing purposes by us or by third parties and other organizations associated with Darwin Theatre Company. Just let us know.

### **Your secret's safe with us!**

Your personal information will not be transferred to other associates of Darwin Theatre Company, without your consent, except:

- as required by law
- if you're a prize winner (we need to get your prize to you!)
- if you've requested specific information

If you give us your consent by ticking the box when you register with us, then we may share your personal data with other organisations associated with Darwin Theatre Company (such as other local arts organisations) so that they may contact you with any information they believe may be of interest to you.

We will **never** rent or sell our member and audience lists to any other organisation or individual. Member and audience lists may be used to process member and audience information and research members and audiences needs and preferences.

A list of third parties and other organizations associated with Darwin Theatre Company that personal data may be shared with is available on request, just use the above contact details.

### **Is the information Darwin Theatre Company has about me secure?**

Darwin Theatre Company endeavours to take all reasonable steps to keep any information we hold about our members, audience and customers secure. We store this information on secure servers that are protected in access-controlled facilities. We train our staff and require our data operators to respect the privacy and confidentiality of this information.

Unfortunately, we can't give you an absolute guarantee that customer information is always secure. For example, no data sent over the internet is 100% secure. While we do our best, we can't be held responsible for events arising from unauthorised access to your personal information.

### **What to do if you have a problem, question or complaint**

If you have any further queries relating to our Privacy Policy, or you have a problem or complaint, please call the Darwin Theatre Company team on +61 8 8924 0166 or contact

us at [info@darwintheatrecompany.com.au](mailto:info@darwintheatrecompany.com.au). If Darwin Theatre Company becomes aware of any ongoing concerns or problems with member or audience information, we will take these issues seriously and work to address your concerns.

If Darwin Theatre Company does not resolve a privacy problem to your satisfaction, you can take a complaint further by contacting the Federal Privacy Commissioner's office on 1300 363 992, or visiting [www.privacy.gov.au](http://www.privacy.gov.au).

**In the future...**

This policy may change, and if it does, any changes will be identified on the Darwin Theatre Company website. That way you'll always be fully aware of what information is collected, how it's used and under which circumstances it may be made available.

**Talk to us**

If you have any queries, comments or complaints regarding this privacy policy, just get in touch!