



## **Privacy Policy**

Holden Street Theatres (HST) respects and values the privacy of our customers and business contacts, and we are committed to protecting your personal information.

This Privacy Policy outlines how Holden Street Theatres will handle the personal information it has collected by providing information, services and products to its customers and business contacts, through our online, outlet, IVR and telephone networks.

### **What information does Holden Street Theatres collect? How and why do we collect it?**

When you purchase tickets from Holden Street Theatres through our call centre or through online ticket sales, we collect personal information about you including your name, address, telephone number and other details like payment information.

We collect this information so that we can provide a range of services to you, including processing your transaction or notifying you of an event cancellation or change. Your address information allows us to mail out your tickets when permitted by the event and enables us to accurately identify you when you collect your tickets at a venue, or in the event that your tickets are lost or stolen.

### **Will personal information be given to anyone else?**

Holden Street Theatres does not sell, rent, or trade customer data to or with third parties.

In some circumstances, Holden Street Theatres may be required to disclose customers' details to a promoter or venue to enable them to manage seating and support services at their venue or event.

Holden Street Theatres may be required to disclose your information to third-party contractors who help us operate our business or provide a service to you (such as the company that provides us with technical support and computer assistance for our email newsletters and offers). We require all of our third-party contractors to comply with our Privacy Policy and sign a Confidentiality Agreement.

When required by law to disclose personal information, Holden Street Theatres complies as is appropriate.

### **Is my information secure?**

Yes. All employees, subcontractors and business partners of Holden Street Theatres are required to sign a confidentiality agreement and are required to adhere to all company policies.

Holden Street Theatres protects the information we collect in a secure database, not accessible to the public. All customers who buy online purchase through a secure web gateway.

### **Do I have access to my personal information? Can I change it?**

Yes, you do. Under the Privacy Act, you have the right to access the personal information we hold about you. We encourage you to exercise your right to ask us to change inaccurate, out-of-date or incomplete information.

You may access or change your personal information by placing your request in writing and forwarding it to our Privacy Officer at one of the nominated addresses below.

Please include your name, address and phone number when you contact us. We will require that you also provide us with a copy of a form of identification- such as a driver's licence or passport.

### **Online transactions are secure?**

Purchases made through our website are processed securely over the Internet using a dedicated private connection that is inaccessible to Internet users, and enhanced security features such as digital envelopes and content keys. With the combination of our system security features, including encrypted communication between our payment gateway and the merchant server; and a secure browser at the customer end, you can rest assured that your credit card information and anonymity are protected.

### **Links to other websites.**

Our website may occasionally contain links to third-party websites for your convenience and information. These linked sites and their content are not under the control of Holden Street Theatres, and therefore Holden Street Theatres is not responsible for the privacy practices or content of companies linked to our website. Before disclosing any personal information on any other website, we advise you to examine the privacy policies of those websites.

### **Additional information and how to contact us.**

For further information about the protection of privacy and related issues, visit the Office of the Australian Information Commissioner's website at <https://www.oaic.gov.au/>.

Holden Street Theatres may change its Privacy Policy at any time. Holden Street Theatres will make available this policy to anyone who requests it, whether at our office, outlets or by use of our website.

If you would like a copy of Holden Street Theatres' privacy policy, or to discuss any privacy-related issues, please contact our Privacy Officer using the following contact details:

Fax on: (08) 8223 6568

Letter to:

The Privacy Officer

Holden Street Theatres

PO Box 221

TORRENSVILLE SA 5000

In person by appointment at our head office at:

32 Holden Street

HINDMARSH SA 5007