

## **PRIVACY POLICY** (as at 8 April 2018)

### **Your privacy is important**

This statement outlines the **Penrith Symphony Orchestra's** policy on how the **Penrith Symphony Orchestra** uses and manages personal information provided to or collected by it.

The **Penrith Symphony Orchestra** is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

The **Penrith Symphony Orchestra** may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the **Penrith Symphony Orchestra's** operations and practices and to make sure it remains appropriate to the changing legal environment.

### **What kind of personal information does the Penrith Symphony Orchestra collect and how does the Penrith Symphony Orchestra collect it?**

The type of information the **Penrith Symphony Orchestra** collects and holds includes (but is not limited to) personal information (ie contact details), about:

- Penrith Symphony Orchestra Inc membership;
- Orchestral musicians;
- Conductors, soloists, other guest artists and partners/collaborators;
- Sponsors and donors;
- Volunteers including the Friends of PSO;
- Audience members (including ticket and subscription purchase details);
- Penrith Youth Orchestra members and their parents/caregivers and teachers.

### **Personal Information you provide:**

The **Penrith Symphony Orchestra** will usually collect personal information held about an individual by way of email or telephone. You do have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

### **Personal Information provided by other people:**

In some circumstances the **Penrith Symphony Orchestra** may be provided with personal information about an individual from a third party, for example ticketing information from the Joan Sutherland Performing Arts Centre.

### **In relation to employee/contractor records:**

Under the Privacy Act the Australian Privacy Principles do not apply to an employee/contractor record. As a result, this Privacy Policy does not apply to the **Penrith Symphony Orchestra's** treatment of an employee/contractor record, where the treatment is directly related to a current or former employment relationship between the **Penrith Symphony Orchestra** and employee/contractor. However, the **Penrith Symphony Orchestra** must provide access and ensure compliance with applicable laws and regulations.

### **How will the *Penrith Symphony Orchestra* use the personal information you provide?**

The **Penrith Symphony Orchestra** will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to direct marketing, the **Penrith Symphony Orchestra** will use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out. If we use your personal information obtained from elsewhere we will still send you direct marketing information where you have consented and which will also contain an opt out. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing.

Venues in which Penrith Symphony Orchestra operates may use video surveillance for security purposes and the footage will be used only by authorised personnel including providers of security services for security purposes. Surveillance cameras are located only in locations permitted under applicable NSW legislation. Surveillance videos are not used by the **Penrith Symphony Orchestra** for other purposes and the footage is not publicly available.

### **Job applicants, staff members and contractors:**

In relation to personal information of job applicants, staff members and contractors, the **Penrith Symphony Orchestra's** primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

The purposes for which the **Penrith Symphony Orchestra** uses personal information of job applicants, staff members and contractors include:

- for insurance purposes;
- to satisfy the **Penrith Symphony Orchestra's** legal obligations.

Where the **Penrith Symphony Orchestra** receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

#### **Volunteers:**

The **Penrith Symphony Orchestra** also obtains personal information about volunteers who assist the **Penrith Symphony Orchestra** in its functions.

#### **Who might the Penrith Symphony Orchestra disclose personal information to?**

The **Penrith Symphony Orchestra** may disclose personal information, including sensitive information, held about an individual to:

- government departments;
- people providing services to the **Penrith Symphony Orchestra**; and
- anyone you authorise the **Penrith Symphony Orchestra** to disclose information to.

#### **Sending information overseas:**

The **Penrith Symphony Orchestra** will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

#### **How does the Penrith Symphony Orchestra treat sensitive information?**

In referring to 'sensitive information', the **Penrith Symphony Orchestra** means:

"information relating to a person's racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, that is also personal information; and health information about an individual".

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

#### **Management and security of personal information**

The **Penrith Symphony Orchestra's** staff are required to respect the confidentiality of personal information and the privacy of individuals.

The **Penrith Symphony Orchestra** has in place steps to protect the personal information the **Penrith Symphony Orchestra** holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various

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methods including storage of paper records and password-protected access rights to computerised records.

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### **Updating personal information**

The **Penrith Symphony Orchestra** endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by the **Penrith Symphony Orchestra** by contacting the Secretary of the **Penrith Symphony Orchestra** at any time.

The Australian Privacy Principles require the **Penrith Symphony Orchestra** to not store personal information longer than necessary.

Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which the **Penrith Symphony Orchestra** holds about them and to advise the **Penrith Symphony Orchestra** of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information the **Penrith Symphony Orchestra** holds about you, please contact the Secretary in writing.

The **Penrith Symphony Orchestra** may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, the **Penrith Symphony Orchestra** may charge a fee to retrieve and copy any material. **Penrith Symphony Orchestra** If the information sought is extensive, the **Penrith Symphony Orchestra** will advise the likely cost in advance.

### **How long will the *Penrith Symphony Orchestra* keep my information?**

Under our destruction and de-identification policies, your personal information that is no longer required will be de-identified or destroyed. In many circumstances, however it may be kept for marketing or audit purposes, if you have consented to that in writing with us.

### **Enquiries and privacy complaints**

If you would like further information about the way the **Penrith Symphony Orchestra** manages the personal information it holds, please contact the President. If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the President who will first deal with you usually over the phone. If we then have not dealt satisfactorily with your concerns we will meet with you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting then you can refer your complaint to the Office of the Australian Information Commissioner via:

- email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- tel: 1300 363 992
- fax: +61 2 9284 9666

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