

# CHARINDAA's Privacy Policy

## We Absolutely Respect Your Privacy

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CHARINDAA respects the privacy and the right to privacy of all of our customers, stakeholders, collaborators, partners and business contacts. We are committed to safeguarding any personal and confidential information which you provide us during our normal course of business or interaction.

Like any other enterprise, CHARINDAA is also subject to the requirements of the National Privacy Principles which are contained in the Privacy Act 1988 (*The Privacy Act*).

CHARINDAA's Privacy Policy details how we will handle personal information about you. As part of our normal business, we do continually collect personal information on our customers, clients, stakeholders, collaborators, partners and business contacts. These data are collected through

- our email enquiries to [info@charindaa.org](mailto:info@charindaa.org) or to [charindaa@netspace.net.au](mailto:charindaa@netspace.net.au).
- our website, [www.CHARINDAA.org](http://www.CHARINDAA.org)
- our pre-sales and on-sales ticket campaigns and
- the course of our normal business interactions.

CHARINDAA's Privacy Policy also outlines our approach to privacy issues.

### **1. How is your personal information collected?**

CHARINDAA conducts Indian Arts Events for the purpose of raising funds for charities.

As a result of its normal business activities, CHARINDAA offers its customers the ability to purchase tickets in four different ways.

- Through a ticketing agency such as [www.ticketek.com.au](http://www.ticketek.com.au).
- Through pre-sales campaigns that CHARINDAA organizes and runs.
- Through on-sales campaigns with ticketing partners (such as Indian grocery stores) or media partners (such as broadsheets or radio stations that promote our concerts through 'give-away' tickets, etc).
- Through direct ticket sales to customers through our website.

The above mentioned "sales channels" (and others that CHARINDAA may add in the future) also reflect the different ways in which CHARINDAA collects personal information about customers.

In addition, during the course of its normal business activities, CHARINDAA collects information on its business partners, collaborators and service-providers with a view to organizing its events in a successful manner.

## **2. What personal information does CHARINDAA collect, and why?**

If you purchase tickets from CHARINDAA to any of our events through any of the above sales channels, we need to collect personal information about you, including your name, address, email addresses and telephone number.

The main reasons we need this information is so that we:

- can contact you in the case of the change of details for an event.
- may contact you to direct-market some of our future activities.
- may send you an email or s-mail newsletter.

What sorts of event information would we want to provide to you?

- The cancellation of an event (we do not wish this to happen, but sometimes, there are unforeseen circumstances that may force the cancellation of an event), or
- Notify you of a change of event logistical details (for example, the venue or the time or the duration of an event), or
- Notify you of a change of the content of an event (for example, the replacement of one artiste with another, for whatever reason), or
- For the purpose of replacement of lost tickets (particularly in the event of bulk purchases of tickets).

## **3. Our Customer Privacy Policy Undertaking**

On collection of this information, we give you “*CHARINDAA’s customer privacy undertaking*” that we will ask you if we can contact you regarding the use of your information to direct-market to you our future programs and plans. We will also ask you if we can send you our “*CHARINDAA Newsletter*” by email.

If you do not wish to receive such material, you can let us know about your reluctance at any time - all you need to do is contact us at [info@charindaa.org](mailto:info@charindaa.org) and let us know that you no longer wish to receive our marketing material.

## **4. Our Privacy Guarantee**

CHARINDAA *does not* and *will not* provide/sell the personal information of its valued customers/clients to any other organization, club, association or entity for whatever purpose.

If any other organization, club, association or entity wishes to reach out and send a message to CHARINDAA’s clients/customers that message can only be sent out through one of CHARINDAA’s recognized communication channels (listed above in Section 2) and if that message that is directly aligned with CHARINDAA’s own goals and objectives.

This is the “*CHARINDAA Privacy Guarantee*”.

From time to time, it is likely that your information is accessed by our volunteers (members of the CHARINDAA-Team, or C-Team for short) and service providers who help us operate and run our normal business or to provide a service to you (for example, to send out our mail/email, or, to reconcile

ticket allocations). Some of these service providers could be partners who on-sell our tickets. Such uses will always be monitored to ensure that there is no accidental (or otherwise) misuse of the privacy data and prior to any such access, CHARINDAA undertakes to remind its volunteers and service-providers of its privacy obligations.

CHARINDAA will only disclose personal information if this is required by law or permitted under the Privacy Act.

## **5. Security of personal information**

CHARINDAA takes privacy and confidentiality of its information very seriously.

CHARINDAA protects the personal information it collects in a secure password-protected database.

This database is unreachable by the Internet.

These data are not shared or stored on storage drives that enable distributed collaboration amongst the C-team volunteer team.

CHARINDAA volunteers are required to, as a condition of our acceptance of their offer to volunteer their time and services to CHARINDAA, to treat personal information held by CHARINDAA as confidential, and to maintain the privacy and confidentiality of that personal information.

## **6. Anonymous transactions**

Where possible, customers/clients may certainly transact with CHARINDAA without providing their personal information. For example, there may be a client/customer who is part of a bulk-booking transaction who does not wish to provide CHARINDAA with all of their personal address, phone number and email details.

However, please note that if we do not collect personal information about such customers via any of our sales channels, we will not be able to (and will not be obliged to) contact you in the case of an event cancellation or venue change, or for any other reasons listed in Section 2.

## **7. Non-customer information**

From time to time, CHARINDAA will need to collect personal information about individuals who are not our customers or clients. Typically, these data relate to stakeholders, business partners, service-providers and/or collaborators. CHARINDAA's policy is to only use personal information collected from non-customers for the main business purpose for which it was collected.

## **8. Access and correction**

Under the *Privacy Act*, you have a right to seek access to information which CHARINDAA holds about you. You also have the right to ask us to correct information about you which is inaccurate, incomplete, unrepresentative or out of date.

You may ask us to correct inaccurate information we have about you at any time by sending an email to [info@charindaa.org](mailto:info@charindaa.org).

If you wish to access the information we have about you, you should set out your request in writing and send it to "CHARINDAA Privacy Officer, PO Box 1494, Glen Waverley, VIC 3150.

In the interests of protecting the privacy of all other individuals about whom we hold personal information, we will require that you verify your identity by enclosing a copy of a form of identification such as a current driver's licence or passport with your written request (this will be returned to you after your identity has been verified).

## **9. Online privacy issues**

CHARINDAA takes its privacy obligations seriously.

This section is intended for people who do not purchase tickets through us through any of our sales channels, but for those that make contact with CHARINDAA via our email addresses ([info@charindaa.org](mailto:info@charindaa.org) or [charindaa@netspace.net.au](mailto:charindaa@netspace.net.au)).

Generally, CHARINDAA will handle personal information collected via these methods in a manner that is consistent with the way that it handles personal information collected in any other manner (in other words, as listed in the earlier sections).

As with any of the other uses listed above, CHARINDAA will contact you first and ask you once prior to sending out any direct-marketing material or Newsletters.

In addition, our website, [www.charindaa.org](http://www.charindaa.org) will contain links to third party websites. This is provided solely for your convenience and for your information. When you access a non-CHARINDAA website through [www.charindaa.org](http://www.charindaa.org), please note that CHARINDAA is not responsible for the privacy practices of that site.

## **10. Additional information**

For further information about privacy issues and the protection of privacy visit the Australian Federal Privacy Commissioner's website at [www.privacy.gov.au](http://www.privacy.gov.au). If you feel that CHARINDAA is not complying with this Privacy Policy, or if you have other privacy concerns, please contact:

CHARINDAA Privacy Officer, PO Box 1494, Glen Waverley, VIC 3150.