

PHOTO AUSTRALIA PRIVACY POLICY

Photo Australia understands that your privacy is important. This policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual.

Examples of Personal Information we may collect include:

- Your name, address, contact details.
- Records of our interactions with you, such as feedback that you have provided to us and records of conversations you have had with our employees.
- Information about transactions or donations that you have made with us or our authorised ticketing agents.

This Personal Information is obtained in many ways including by telephone, email, via our website photo.org.au, from other publicly available sources and from cookies. A cookie is a small text file placed on your computer by a web server when you access a website. Cookies do not identify the individual user, just the computer used.

We collect your Personal Information for the primary purpose of providing our services to you. We may use your information to:

- Provide you with information about our events, programs and services.
- Administer our events, programs and services.
- Process payments.
- Answer your inquiries and to respond to feedback provided by you.
- Conduct surveys and analysis.
- Encourage further involvement with Photo Australia, to seek and process donations, and for direct marketing.
- Comply with laws and regulations including reporting to funding and government agencies.
- Personalise your online experience or to enable remarketing functionality.

We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

We understand that protecting your privacy in relation to health and sensitive information is particularly important.

To provide our services or to respond to inquiries about our services, we may be required to collect and hold your sensitive information including health and medical information and information relating to any disability, accessibility or companion card program requirements.

We may also collect health and sensitive information relating to volunteers and job applicants as part of the recruitment process or in the event that a volunteer or job applicant is injured while performing their role.

We will limit the collection of sensitive information to the minimum amount required in the circumstances.

Disclosure of Personal Information

In order to carry out our activities and provide our events, programs and services, we may be required to disclose your personal information to third parties. This may include disclosure in the following circumstances:

- People engaged by us or acting on our behalf in relation to our business, such as our ticketing agents and other service providers/suppliers. Suppliers are required to handle your personal information in accordance with this Privacy Statement.
- Our website, cookies and social media service providers, such as Google or Facebook, to enable them to configure or personalise our websites, pages and platforms.
- Lawyers, auditors, banks and other advisors appointed by us or acting on our behalf.
- Where disclosure is required by law, including where required to the police or to comply with compulsory notices from courts of law, tribunals or government agencies.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Photo Australia will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:

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