

PRIVACY POLICY

Red Stitch Actors' Theatre LTD. (ABN 28 109 829 049) (**Red Stitch**) is committed to protecting our customers' privacy.

Your name and contact details will not be used for any marketing or disclosed to any third party (other than our authorised ticketing provider for data management purposes only) without your consent, unless required by law.

If you opt-in to receive our e-News you are giving Red Stitch permission to send you information about upcoming events and other products and services offered by Red Stitch and its partners.

1. Personal Information

For the purpose of this policy, "personal information" is information or an opinion, in any form, about an individual whose identity is apparent or can be reasonably ascertained from the information or opinion.

2. Information We Collect

The types of personal information we may collect includes:

- Your name
- Your contact details (such as address, phone number, email address)
- Transactional information you provide when you make a payment to us
- Personal information you provide if you commence a business relationship with us
- Health information for customers with access needs or for those who attend our access shows (eg. Auslan interpreted or Audio Described performances)
- Any correspondence between you and Red Stitch
- Any personal information you provide when you make an inquiry, request information, enter a competition, respond to marketing, lodge a complaint, provide feedback, seek employment with us or correspond with us.

3. Reasons For Collecting Your Personal Information

Your details may be retained and used for the following purposes:

- Contacting customers in the event of changes to or cancellations of a performance
- To ensure lawful use of credit cards
- To determine attendance requirements
- To process purchases or donations and issue receipts
- To provide information about upcoming performances
- To recommend selected services we or our partners offer which may be of interest
- To process any communication sent to us
- For other lawful uses in connection with Red Stitch, consistent with this Privacy Policy

4. How We Collect Personal Information

Wherever possible, we always collect personal information directly from our customers. For example when you:

- Purchase a ticket
- Make a donation
- Become an e-News subscriber
- Request information from us (phone, email or in person)
- Enter a competition run by us
- Correspond with us

5. Storing Personal Information

Red Stitch endeavours to provide a secure online environment; however, users should note that there are inherent risks associated with transmission of information via the Internet.

Red Stitch will take all reasonable precautions to protect your personal information from loss, misuse, unauthorised access, modification and disclosure.

Red Stitch generally stores personal information on its electronic database.

Red Stitch will take reasonable steps to to destroy or permanently de-identify personal information if it is no longer needed for any purpose.

6. Anonymity

Red Stitch offers customers the option to remain anonymous when entering into a transaction, when requested and where practicable.

7. Accessing & Correcting Personal Information

If you wish to have access to any documents held by us which contain your personal information, please contact us. You may be required to make your request in writing and provide proof of your identity.

It is important that the information we hold about our customers is accurate. At any time while we hold your personal information, we may prompt you to tell us of any changes. Alternatively, if you know of any changes or updates that need to be made to your personal information, please contact us.

8. Changes to Privacy Policy

Red Stitch may modify this policy from time to time and will post the updated Privacy Policy to this website.