



PRIVACY POLICY

Terrapin Puppet Theatre is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect to how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from The Office of the Australian Information Commissioner at www.aaic.gov.au

What is Personal Information, and what do we collect?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, postcodes, email addresses, and phone numbers.

This Personal Information is obtained in many ways including when you:

- Sign up to our mailing list and agree to receive emails from us;
- Contact us by phone or email, eg. to enquire about booking a school performance by Terrapin;
- Contact us by post, eg. to make a donation;
- Agree to a third party sending us your Personal Information, eg. when you purchase a ticket to a Terrapin show through a theatre box office;
- Attend an event by invitation, such as a fundraising or launch event; and
- Authorise it from other third parties. We don't guarantee website links or policies of authorised third parties.

Why do we collect this information, and what do we do with it?

We collect your Personal Information for the primary purposes of conducting our business, providing the particular product or service you've requested and to keep you informed.



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Terrapin Puppet Theatre is assisted by the Australian Government through the Australia Council, its arts funding and advisory body, and through Arts Tasmania by the Minister for the Arts. Terrapin acknowledges the support of Salamanca Arts Centre.





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. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing. Contact information is available on the final page of this document.

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.

Specifically, we use the information we collect from you in the following ways:

- To send you marketing communications, including news, offers and invitations, and let you know about opportunities to support our work;
- To manage your booking with us, including to organise performance times, collect payment and contact you with important information about your booking;
- To provide you with special assistance;
- To personalise your experience, including through tailored marketing communications and by keeping track of your interests;
- To show you advertising on social media platforms including Facebook and Instagram, under the terms of privacy agreed to in your use of these apps;
- To conduct research about how to improve our products, services and customer service; and
- To identify individuals for philanthropic support.

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.

Sensitive information is only collected by Terrapin with your consent and will be used by us only:

- For the primary purpose for which it was obtained, eg. to ensure we can provide suitable access supports to you;
- For a secondary purpose that is directly related to the primary purpose; and



- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Terrapin will never share, sell, rent or trade your Personal Information to any third parties for marketing purposes without your consent. Your Personal Information may be disclosed in a number of circumstances including the following:

- To third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Terrapin does not disclose any Personal Information collected to overseas recipients.

Security of Personal Information

Your Personal Information is stored on Terrapin's secure computer database 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. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

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



Terrapin to destroy the Personal Information we hold about you, please contact us in writing via the contact information below.

Terrapin 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 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 current. 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:

<https://www.terrapiin.org.au/>.

Privacy Policy Complaints and Enquiries

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

Terrapin Puppet Theatre

77 Salamanca Place, Hobart TAS 7004

info@terrapiin.org.au

+61 3 6223 6834

If you believe Terrapin has breached the Australian Privacy Principles, or are unhappy with the outcome of a privacy complaint with us, you can make a complaint to the Office of the Australian Information Commissioner at:



GPO Box 5218
Sydney NSW 2001
1300 363 992

Or contact the OIAC via the [online form](#) on its website.