

PRIVACY

CUSTOMER PRIVACY STATEMENT

At Melbourne Recital Centre we care about the privacy of our customers. This privacy statement details our commitment and transparency in protecting your personal information with integrity and confidentiality. All personal information is collected and protected in accordance with the Privacy and Data Protection Act 2014 (VIC).

References to 'Melbourne Recital Centre', 'we' and 'the Centre' refers to Melbourne Recital Centre Pty Ltd., trading as Melbourne Recital Centre ABN 46 118 617 619.

How does Melbourne Recital Centre collect personal information?

Melbourne Recital Centre collects information via the following channels:

Call Centre

Provides telephone, fax, email, and mail services related to Melbourne Recital Centre activity and events.

Box Office

Provides in-person ticket sales, enquiry, feedback, and administrative services related to Melbourne Recital Centre activity and events.

Website

Provides online ticket sales, donations, account management, enquiry and feedback services related to Melbourne Recital Centre activity and events.

Administration

Provides telephone, fax, email, and mail services related to Melbourne Recital Centre's philanthropic and administrative activity and events.

What personal information does Melbourne Recital Centre collect and process?

The amount and type of personal information Melbourne Recital Centre collects and processes is dependent upon how you engage with the Centre.

If you are a customer, a person who visits, engages with and/or transacts with the Centre, the personal information we may collect, and process may include:

- Name, address, contact information
- Gender and date of birth
- An image of you for recognition purposes
- Records of how the Centre engages/has engaged with you, including notes in our secure system, feedback you have submitted to us, queries you have made with us
- Itemised information about transactions you have made through us via our secure ticketing system, and/or authorised ticket agencies that we work with.
- Information about the events you have booked tickets to or attended, including seating location.
- Your communication preferences to receive information from Melbourne Recital Centre, presenters, and sponsors of events that you have purchased tickets to or attended.
- Billing details pertaining to your transaction
- Information you provide relevant to your eligibility for concessions, such as a Student ID number)
- Information you provide about any access requirements you may need such as a wheelchair-accessible seating position

If you are a member, donor, partner organisation, sponsor, school, community organisation or business, the personal information we may collect, and process may include:

- Name, address, contact details
- Information related to your connection with Melbourne Recital Centre
- Details of your membership fees, donations, contributions, contra arrangements you have made to the Centre
- Events related to your connection and any additional arrangements
- Services you have received from the Centre
- Billing details

If you visit the Melbourne Recital Centre website or engage with the Centre on social media, the personal information we may collect, and process may include:

- Name, address, contact details
- Information you provide via the website and social media, such as registering for an online account, signing up to our eNews or completing a feedback form.
- Web user activity that is anonymised from your web browser

By providing us with information outlined above, you consent to us using your personal information and preferences to contact you with information about upcoming events that may be of interest, unless you request otherwise.

We may be required to collect and record sensitive information including health, medical information, and accessibility. We only collect this information in certain circumstances where it is necessary to provide our services.

Melbourne Recital Centre will only contact you if you choose to opt-in to receive communications from the Centre, or if we need to notify you of important and relevant information associated with your booking, such as the cancellation or postponement of an event.

How does Melbourne Recital Centre collect and store information?

We use a reputable, secure, and PCI-compliant system that is cloud-hosted via Amazon Web Services who are globally renowned for their cloud security. Personal information is encrypted via the latest version of Transport Layer Security, a strong cryptographic protocol that provides end-to-end communications security and is widely used for internet communications and online transactions.

How long does Melbourne Recital Centre store personal information for?

We will store personal information for the time that your account with us is active. If you would like to inactivate or delete your account with us, you can do so by making contact with our Box Office at boxoffice@melbournerecital.com.au or by calling 03 9699 3333 during business hours.

Do we collect your information if you engage with unauthorised ticket agencies or resellers?

No. We strongly discourage purchasing tickets from unauthorised ticket agencies or resellers. If you choose to purchase a ticket from an unauthorised agency or reseller, we do not collect or process any information relating to your transaction, and it is likely that we are unable to provide assistance with your ticket purchase.

What about other third-party ticketing agencies, organisations or platforms?

If you purchase tickets from an authorised third party ticketing agency, organisation or platform that Melbourne Recital Centre has an arrangement with, such as Ticketmaster or one of our Key Presenting Partners, we may collect information about you and your purchase from them for internal purposes only, unless you choose to opt-in to receive communications from Melbourne Recital Centre as part of your transaction with the third party. If you decide to opt-out at any point following your transaction with the third party, you can do so anytime by phone, email or via the Centre's website.

Does Melbourne Recital Centre trade or sell personal information to other parties?

No. Melbourne Recital Centre does not sell, trade, or rent personal information to third parties. There may however, from time to time, be circumstances arising in which personal information will be disclosed to third party contractors or service providers who assist us in operating our business or providing a service to you. In these circumstances, any third-party contractors or services providers agree to comply with our privacy policy and adhere to strict conditions governing how personal information is handled in accordance with state and federal legislation.

What if you choose not to provide Melbourne Recital Centre with your personal information?

If you choose not to provide Melbourne Recital Centre with the personal information required, we may not be able to provide services to you and fulfil your request.

What about marketing, presenter and co presenter communications?

When you create an account with Melbourne Recital Centre or provide us with your contact details in-person, over the phone, online or by mail form, we will ask you if you would like to receive information relating to the Centre's events and activities. You can also nominate your preferred communication method, such as email, phone, or mail. You can update your communications preferences and/or opt-out at any time.

If you do not wish to receive marketing information from Melbourne Recital Centre, you can update your details in your online account, email boxoffice@melbournerecital.com.au, call 03 9699 3333 during business hours or visit the Box Office in person.

If you book tickets to an event that is co-presented or presented by another party, we will ask you if you would like to receive information relating to the party's events and activities. If you do not wish to receive information from presenters and/or co-presenters, you can contact them directly to update your details.

Melbourne Recital Centre's data management protocols dictate that the application of external pixels to its website is not permitted.

Your privacy and security online

Melbourne Recital Centre's website and platforms operate on HTTPS (Hyper Text Transfer Protocol Secure) – the secure version of HTTP, the process that sends data between your browser and the website you are connected to. By operating on HTTPS, this means all communications between your browser and our website are encrypted with an additional layer of security.

When you browse, access or engage with content on any website or platform owned and operated by Melbourne Recital Centre, anonymous statistical and behavioural information may be collected. This anonymous information is related to user activity, such as the type of browser you are using and the pages that you visit. We use this information to help us understand how we should be servicing and supporting our users, and to inform what improvements we can make to our online services.

This information is collected through:

Cookies

Cookies enable users to browse the web more easily by sending and receiving small pieces of information between your browser and the website you are accessing. This is common practice across many websites. When you visit a website like melbournerecital.com.au, the website sends a cookie to your computer. Your computer stores the cookie in a file located in your web browser. The purpose of the cookie is to help a website understand visits and activity. Melbourne Recital Centre uses cookies for reasons including to recognise a computer which has previously visited our website/s and load the website more quickly and easier for users, as well as to provide you with information and marketing about Melbourne Recital Centre when you visit other websites.

You can decline cookies in your web browser; however, this may impact the way you browse and engage with Melbourne Recital Centre's website/s.

Web beacons

Web Beacons (also known as pixel tags) are often used in conjunction with cookies and allow us to count the number of users who visit particular pages and generate statistics about how our website/s are used, also known as clickstream data. Melbourne Recital Centre's website uses web beacons to collect clickstream data but does not and will not use web beacons to identify individual users.

Email contact, form submissions received via the Contact Us form and other forms

If you email us or use the Contact Us form located on our website, we may keep the content of the message we receive from you for reasons such as reference, trouble shooting, compliance and maintenance. If you submit information via another form on the Melbourne Recital Centre website, we will collect and refer to the information

provide for the purposes of the submission only. Personal information you supply will be handled with care and in accordance with this Customer Privacy Statement.

Questions or concerns?

If you have any questions or concerns about your privacy or the information outlined in Melbourne Recital Centre's Customer Privacy Statement, or would like to request access to the information held about you, or make a privacy complaint, please contact us at boxoffice@melbournerecital.com.au.