

## PRIVACY POLICY

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Regional Arts Victoria (formerly the Victorian Arts Council) (**we, our, us**) places a high value on protecting the privacy and the rights of individuals in relation to their personal information. Our Privacy Policy outlines how we collect and manage your personal information.

We respect your rights to privacy under the *Privacy Act 1988 (Cth)* (**Act**) and we comply with all of the Act's requirements in respect of the collection, management and disclosure of your personal information.

### **1. What is your personal information?**

When used in this privacy policy, the term "personal information" has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

### **2. What personal information do we collect and hold?**

We may collect the following types of personal information:

- name;
- organisation;
- mailing or street address;
- email address;
- telephone number (including mobile number);
- facsimile number;
- age/date of birth;
- profession, occupation or job title;
- cookies (see section on cookies below);
- any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites or online presence, through our representatives or otherwise; and
- information you provide to us through visiting our organisations, feedback surveys, or visits by our representatives to you from time to time.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

### **3. How do we collect your personal information?**

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including:

- through your access and use of our website;
- during conversations between you and our representatives; or
- when you complete an application form, including applications for funding, membership, insurance, or job/internship/volunteering applications.

We may also collect personal information from third parties including:

- third party companies such as law enforcement agencies (for example, when completing a Working with Children's Check) and other government entities.

### **4. Cookies**

In some cases we may also collect your personal information through the use of cookies. When you access our website, we may send a "cookie" (which is a small summary file containing a unique ID number) to your computer. This enables us to recognise your computer and greet you each time you visit our website without bothering you with a request to register. It also enables us to keep track of products or services you view so that, if you consent, we can send you news

about those products or services. We also use cookies to measure traffic patterns, to determine which areas of our website have been visited and to measure transaction patterns in the aggregate. We use this to research our users' habits so that we can improve our online products and services. Our cookies do not collect personal information. If you do not wish to receive cookies, you can set your browser so that your computer does not accept them.

We may log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer the website, track users movements, and gather broad demographic information.

#### **5. What happens if we can't collect your personal information?**

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide the requested products or services to you, either to the same standard or at all;
- we may not be able to provide you with information about products and services that you may want, including information about discounts, sales or special promotions; or
- we may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful.

#### **6. For what purposes do we collect, hold, use and disclose your personal information?**

We collect personal information about you so that we can perform our organisational activities and functions and to provide best possible quality of customer service.

We collect, hold, use and disclose your personal information for the following purposes:

- to provide products and services to you and to send communications requested by you;
- to create public online member profiles on the Regional Arts Victoria website;
- to answer enquiries and provide information or advice about existing and new products or services;
- to provide you with access to protected areas of our website;
- to assess the performance of the website and to improve the operation of the website;
- to conduct organisational processing functions including providing personal information to contractors, service providers or other third parties;
- for the administrative, marketing (including direct marketing), planning, product or service development, quality control and research purposes of Regional Arts Victoria, its contractors or service providers;
- to provide your updated personal information to our contractors or service providers;
- to update our records and keep your contact details up to date;
- to process and respond to any complaint made by you; and
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country (or political sub-division of a country).

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

#### **7. To whom may we disclose your information?**

We may disclose your personal information to:

- our employees, contractors or service providers for the purposes of operation of our website or our organisation, fulfilling requests by you, and to otherwise provide products and services to you including, without limitation, insurance, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors such as Trybooking, data entry service providers, CRM providers (Salesforce), CRM integration partners (Clouding Around), electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, our local Government partners in the Regional Cultural Partnership program, business advisors and consultants; and

- any organisation for any authorised purpose with your express consent.

### **8. Direct marketing materials**

We may send you direct marketing communications and information about our products and services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws, such as the *Spam Act 2003* (Cth). If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving marketing communications from us by contacting us (see the details below) or by using opt-out facilities provided in the marketing communications and we will then ensure that your name is removed from our mailing list.

We do not provide your personal information to other organisations for the purposes of direct marketing.

### **9. How can you access and correct your personal information?**

You may request access to any personal information we hold about you at any time by contacting us (see the details below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you).

We may charge you a fee to cover our administrative and other reasonable costs in providing the information to you and, if so, such a fee will not exceed \$100. We will not charge for simply making the request and will not charge for making any corrections to your personal information.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment then we will add a note to the personal information stating that you disagree with it, or you may request to have the information deleted.

### **10. What is the process for complaining about a breach of privacy?**

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it.

Once your complaint has been received, the General Manager will send you an acknowledgement within 10 business days. As soon as is practicable following this acknowledgement, the General Manager will then:

- investigate your complaint. This may involve seeking further information from you or other staff within Regional Arts Victoria; and,
- prepare a formal, written response to your complaint, including proposed remedies.

Regional Arts Victoria will seek to rectify any actual or perceived breach of privacy as quickly as possible. If you do not agree with the remedies proposed to your complaint, we will provide you with relevant information on how to escalate your complaint. This may include providing contact details for relevant legislative bodies such as the Office of the Australian Information Commission.

### **11. Do we disclose your personal information to anyone outside Australia?**

We may disclose personal information to third party suppliers and service providers located overseas for some of the purposes listed above.

We take reasonable steps to ensure that the overseas recipients of your personal information do not breach the privacy obligations relating to your personal information.

We may disclose your personal information to entities located outside of Australia, including the following:

- our e-newsletter distribution services, namely MailChimp (see MailChimp's Privacy Policy here: <http://mailchimp.com/legal/privacy/>); and,
- data hosting and other IT service providers, located in the United States of America and New Zealand (see the Web Central Privacy Policy here: <http://www.webcentral.com.au/about-us/our-policies/privacy-policy>)

## **12. Security**

Regional Arts Victoria will take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed. Consistent with relevant legislation, all hard copy information will be destroyed no later than seven years after it is received.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

## **13. Links**

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

## **14. Contacting us**

If you have any questions regarding Regional Arts Victoria's privacy policy, including concerns of feedback regarding the treatment of your privacy, please use the contact on General Manager using the details below.

We will treat your requests or complaints confidentially. Our representative will contact you within 10 business days after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. All efforts will be made to ensure your complaint is resolved in timely and appropriate manner.

Please contact our Executive Director (CEO) at:

Joe Toohey

Regional Arts Victoria

Post: GPO Box 1799 Melbourne VIC 3001

Tel: 03 9644 1800

Email: [enquiry@rav.net.au](mailto:enquiry@rav.net.au) (please use the subject line PRIVACY POLICY)

## **15. Changes to our privacy policy**

From time to time we may make changes to this privacy policy. Any updated versions of this privacy policy will be posted on our website at [www.rav.net.au](http://www.rav.net.au).

*This policy has been adapted from a resource developed by Norton Rose Fulbright for Justice Connect.*

This privacy policy was last updated on 18 September 2017.