

Website Privacy Policy

Purpose

Arts Capital Limited, who manages Ainslie and Gorman Arts Centres (A+G), has a duty to responsibly retain and manage private information pertaining to the operations of the business.

There is an obligation to maintain and uphold details of residents, hirers, staff, subscribers, ticket holders and others whose details may be classified as private.

This policy outlines the processes for managing access to information, including protections for privacy and improper use.

Terms

Private – categorised as personal details of an individual. An individual who works for an organisation or business may also have contact details related to the organisation or business. This is not classified as private.

Individual – a person representing themselves, not affiliated with an organisation or business.

Contact Database – a digital file that contains contact details of many individuals and entities that do business with AGAC. It mainly contains business details but also contains personal details which this policy applies to.

Procedures

Under the Privacy Act 1988 (Privacy Act), it is an Australian law that regulates the management, storing and access of personal information about individuals.

There are three areas within A+G operations that fall within this policy:

- Contact Database
- Agreements/contracts
- Subscriber/audience members

A+G employees must ensure they take care and follow this policy in managing private information.

All private information must be kept in a secure work environment and if requests for access are made, the request follows the principles outlined in this policy.

CHAIN OF RESPONSIBILITY

The Board of Directors and A+G Director is responsible for the oversight and compliance of private information. They must also abide by this privacy policy.

The Business Manager takes responsibility for ensuring proper storage/filing of private information.

The Marketing team is responsible for the management and access of subscribers and audience details.

Both the Business Manager and Marketing team take ownership of the 'Contact Database'.

All A+G staff, when dealing with private information, take responsibility for adhering to the proper storage/filing procedures as outlined by the A+G Director/Business Manager.

PROCESS

1. Contact Database

The management of contact details is contained in the 'Contact Database'. This file contains all persons involved with and/or doing business with A+G. For the purposes of this policy, we are concentrating on persons whose individual details are contained in the Contact Database.

All A+G staff may access the Contact Database to view someone's details in order to contact them for A+G-related purposes.

Only the Business Manager, Marketing team and Administration & Customer Service Officer may create new contact details and edit existing contacts.

When a new contact is made known to an A+G staff member, they are to provide those details to one of the following above staff members to create a new contact in the Contact Database.

The Contact Database is stored on the A+GC cloud and as with all A+G's digital files, is secured by a firewall managed by a third party (IT company).

2. Agreements and Contracts

This policy applies to agreements and contracts that contain private details of signatories.

Typically, this will include, but not limited to, A+G staff contracts, wedding hire agreements and individual resident sub-licence agreements.

Signed agreements and contracts that contain private information must be kept in (i) digital format on the A+G cloud following the appropriate filing system, and if an original hardcopy is retained (ii) hardcopy stored in secure filing cabinet managed by the Business Manager onsite.

3. Subscriber/audience information

Privacy

At A+G we respect your privacy and we have created this privacy statement in order to demonstrate our firm commitment to protecting personal privacy.

The following discloses our information gathering and dissemination practices for this website. If you have any questions about this privacy statement, the practices of this site, or your dealings with this website, please contact us.

Information collected

When you browse our website, our system automatically makes a record of your visit and logs the following information for statistical purposes:

- Your server address
- Top level domain name (e.g.: .com, .net, .gov, .au etc)
- The type of browser and operating system you used
- Date and time of your visit
- The previous site visited
- Which pages are accessed
- The time spent on individual pages and the site overall
- Which files were downloaded

No attempt will be made to identify individual users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency (e.g. Australian Federal Police) exercises a warrant to

inspect our service provider's log files. This information is analysed to determine the website's usage statistics.

We collect no personal information about you unless you voluntarily choose to participate in an activity that asks for information, such as:

- Sending an email
- Participating in a survey
- Undertaking a payment or other transaction
- Suggesting a link

If you choose not to participate in these activities, your choice will in no way affect your ability to use any feature of this website.

Use of personal information collected

Any personal information you choose to provide will only be used for the purpose for which it was provided and will not be disclosed to other persons or organisations without your prior consent.

The internet is an insecure medium and users should be aware that there are inherent risks transmitting information across the internet. Information submitted unencrypted via email or web forms may be at risk of being intercepted, read or modified.

Other sites

This site contains links to external websites. A+G is not responsible for the privacy practices or the content of such websites. For more information, refer to our [disclaimer](#) statement.

Cookies

'Cookies' are small pieces of information that are stored by your browser on your computer's hard drive. We may use cookies to track users as they travel through the site – for instance, we might use cookies to count the total number of unique users who are accessing the site over a particular period of time. This information will never be shared with a third party and is only used to make our systems more efficient.

REQUEST FOR INFORMATION – EXAMPLES

There may be occasion when a customer, resident, artsACT, A+G staff or Board member requests someone's personal details such as a mobile number or personal email address.

According to the Privacy Act, unless a person provides written permission to distribute and use their personal details, A+G staff cannot provide personal details.

EXAMPLES

If a resident artist wants to send an email to all the other residents, they can do so via the Marketing team's Resident Bulletin.

If residents wish to obtain an A+G staff member's mobile number, the number is not to be provided by any A+G staff. However, if the A+G staff member wishes to provide their mobile number, they may do so directly.

If a Board member requests to view A+G staff contracts or sub-licence agreements that contain private information, they are not to be provided unless the A+G Director has approved this request and the reasons for the request are related to A+G Board matters.

BREACH OF PRIVATE INFORMATION

Should a major data breach (such as cc email instead of bcc for audience or resident engagement) involving private information be made, the following remedial steps must be taken:

- Recall email (if email breach).
- Notify the persons affected as quickly as possible, including the reason of the data breach.
- Notify the Office of the Australian Information Commission (OAIC), the Australian Government regulatory body for the Privacy Act.
- Notify the A+G Director of the data breach.
- Follow up on the reason of the data breach, ensuring steps are taken to mitigate the data breach from reoccurring. This may involve liaising with the Business Manager and/or A+G Director.

Should a minor data breach (such as leaving a hardcopy agreement in a meeting room) involving private information be made, the following remedial steps must be taken:

- Notify the persons affected as quickly as possible, including the reason of the data breach.
- Notify your supervisor of the data breach.
- Follow up on the reason of the data breach, ensuring steps are taken to mitigate the data breach from reoccurring. This may involve liaising with the Business Manager and/or A+G Director.

Most data breaches are caused by human error or cyber-attacks linked to phishing.

Version control

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