



PRIVACY POLICY
CAIRNS CHORAL SOCIETY INC.
EST. 1923

This Policy was last reviewed and updated on 23 March 2023

The Cairns Choral Society respects the privacy of the people we deal with. We are committed to protecting your privacy and complying with the Privacy Policy Act 1998 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy describes how we collect, hold, use and disclose your personal information and how we maintain the quality and security of your personal information.

1. Collection of personal information

Personal information is information that could identify you. It may include your name, date of birth, address, contact details, or more complex information like an audition application.

2. Why we collect information about you

We collect, receive, use and manage the kinds of personal information set out above only where it is reasonably necessary for us to do so. We do this for the related purposes of fulfilling administrative functions such as processing your membership and audition applications, as well as providing updates and sending information.

You are not obligated to provide the requested information about yourself. However, if it is not given, we are unlikely to be able to respond to your application or query.

3. How we collect and hold information about you

Most information about you is collected directly from you either verbally, in writing, or from documents provided by you, such as when you:

- complete a membership form and/or subscribe to our mailing list;
- provide Blue Card details;
- purchase tickets from us and/or attend an event;
- submit an audition application;
- make a donation to us;
- interact or communicate with us either online, on paper, in person or over the phone

We encourage you to contact us if the personal information we hold about you is incorrect or if you need to notify us of a change in your personal information. Unless you notify us otherwise, we will assume that you have consented to our handling of all personal information, which is provided to us in accordance with this Privacy Policy.

As part of the audition application process, photographs may be taken and used by the production team for identification purposes when casting. Unless otherwise instructed in writing, the audition application containing details and photographs will be held on file for future reference.

We also collect information about you from our website and use that information and feedback to improve our services and web content. Cookies are used to measure usage sessions and to improve the functionality of our website. Information may also be obtained from publicly available resources such as our social media sites for internal administrative or marketing purposes.

4. Use of Information about you

If you submit a membership form or audition application, and in consultation with you, we may use the information provided by you to consider the areas best suited for your talents and skills in the Choral Society. Areas will include but are not limited to: choir; set building; marketing; costumes; event coordination; general assistance or committee nomination.

During the rehearsal process, during performances or any other events, photographs of Cairns Choral Society members may be taken and used for publicity and marketing purposes unless otherwise notified in writing by the member prior to the photograph being used.

We engage third party service providers to perform functions for the Cairns Choral Society. Where necessary, we may need to disclose your information to our volunteers, service providers, agents and third-party contractors to help us to provide and market our services to you. Such functions include email broadcasts, credit card payment authorisation, market research, or promotions. If we do this, we require these parties to protect your information in the same way we do. However, please be aware that we are not responsible for the privacy practices or policies of third parties.

We may also use information about you to inform you of matters that may be of interest to you such as, use of direct marketing information to advise you of our upcoming events or performances. We will only do this if you have provided consent and have not unsubscribed from our email marketing services.

5. Security of your personal information

We use appropriate measures to ensure ongoing security of personal data we hold about you and to keep your personal information secure from unauthorised use, loss or disclosure. Personal data will be held as paper based hard copy files and/or electronically. Our security measures include restricting physical access to our office and secure databases.

If we have reasonable grounds to believe your personal information has been lost, accessed or disclosed without our authorisation, and/or is likely to result in serious harm, we will advise you and the Office of Australian Information Commissioner that a data breach has occurred.

Your personal information will not be sold to any other organisation for that organisation's unrelated independent use. We will not share your personal information with any organisations, other than those engaged by us to assist us in the provision of our products and services.

We require our volunteers to respect the confidentiality of any personal information held by the Cairns Choral Society. Only properly authorised volunteers are permitted to see or use personal information held by us, and only to the extent that it is relevant to their roles and responsibilities.

If we receive unsolicited information about you that we are not lawfully entitled to, it will be destroyed or de-identified as soon as possible, if reasonable to do so.

6. Your rights

You have the right to access and/or request corrections of information about you held by us. If there is a reason to deny you access, which may be due to matters such as misconduct; legal proceedings; evaluative information relating to decision-making processes such as audition comments; or a reasonable belief that access could pose a serious threat to the life, health or safety of an individual, we will look at alternative means to provide access. This may include providing a summary of personal information or facilitating access through a mutually agreed intermediary. If the parties involved cannot agree on an alternative form of access, we will provide you with a written notice setting out the reasons why we have refused access in the manner requested and how you can make a complaint about our decision.

If you are dissatisfied with how we have managed information about you or if you believe we have breached our obligations, you may make a written complaint to us. Please address any privacy complaint to the Secretary or by sending postal correspondence as per contact details below. We will respond as soon as reasonably possible. If your concerns have not been resolved in a reasonable time, you may refer the matter to the Office of Australia Information Commissioner on 1300 363 992 or enquiries@oaic.gov.au

We may change our Policy from time to time at our discretion and without any notice. At any time, you can download this Policy from our website <http://www.cairnschoralsociety.com.au/> or by posting a request to the Secretary.

Contact Details:

Secretary, Cairns Choral Society
PO Box 374 Cairns 4870
secretary@cairnschoralsociety.com.au