

Privacy Policy

Purpose

Tall & Short Theatre Co Incorporated (“Company”, “us”, “we”, or “our”) is committed to respecting and protecting your privacy. This Privacy Policy outlines how we collect, use, store, and disclose your personal information in accordance with the **Australian Privacy Principles** contained in the **Privacy Act 1988 (Cth)**.

By providing personal information to us, you consent to our collection, use, and disclosure of your information in accordance with this Privacy Policy and any other arrangements that apply between us. We may update this policy by publishing changes on our website.

Personal Information We Collect

We collect personal information only when necessary for purposes directly related to our operations, including producing theatre programs, managing memberships, ticketing, events, and communications.

We may collect:

- Contact details (name, address, email, phone number)
- Financial details (bank or card information for payments)
- Identification details (age, date of birth, gender)
- Ticketing and transaction details
- Technical data (device, IP address, usage information)
- Health and accessibility information (with consent)
- CCTV footage (where applicable, in compliance with legislation)
- Any other information required to facilitate your interactions with us

Information may be collected directly from you or from third parties such as ticketing platforms, sponsors, or individuals acting on your behalf.

Why We Collect, Use & Disclose Personal Information

- We collect, hold, use, and disclose personal information to:
 - Manage ticket purchases and event participation
- Provide updates on productions, workshops, and events
- Engage with donors, sponsors, and partners
- Ensure venue safety and compliance (e.g. COVID-19 requirements)
- Improve our website and user experience
- Send marketing or promotional information in line with your preferences
- Comply with legal obligations and resolve disputes
- Consider employment or volunteer applications

Direct Marketing

We may use your personal information to send you updates, promotions, or event details. Communications may be sent via **email, SMS, or post** in compliance with the **Spam Act 2003 (Cth)**.

You may opt out at any time using the unsubscribe link in communications or by contacting us directly.

Disclosure of Personal Information

We may disclose information to:

- Employees and committee members
- Third-party service providers (e.g. IT, payment processors, consultants)
- Production partners and event collaborators
- Sponsors or promoters
- Government agencies or law enforcement as required by law
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We may also use anonymised or aggregated data for research or marketing purposes where individual identities are not revealed.

Overseas Disclosure

Some third-party service providers may be located overseas (e.g. United States). We take reasonable steps to ensure compliance with Australian Privacy Principles, and by engaging with us, you consent to your information being transferred outside Australia when necessary.

Website & Cookies

Our website may collect information about visits, usage, and preferences through cookies or similar technologies. Cookies help enhance functionality and user experience. Disabling them may affect site performance.

Security of Information

We store personal information securely in both digital and physical formats. Reasonable steps are taken to protect against misuse, loss, or unauthorised access; however, absolute security cannot be guaranteed.


Access & Correction

You have the right to access and correct your personal information. We may require proof of identity to process such requests.

Complaints

If you believe your privacy has been breached, please contact us with full details. We will investigate and respond within a reasonable timeframe. If you remain dissatisfied, we will advise you of further steps available through relevant authorities.

Contact Us**The Committee**

Tall & Short Theatre Co Incorporated
PO Box 513, Sutherland NSW 2232
 committee@tstheatreco.com

By ensuring compliance with Australian privacy laws, **Tall & Short Theatre Co Incorporated** remains committed to protecting your privacy and safeguarding your personal information.

Effective Date: July 2025

Review Date: July 2027 (This policy may be reviewed and updated by the Committee prior.)

If you have questions or concerns about this policy, please contact the Committee via committee@tstheatreco.com. If you wish to lodge a complaint, please refer to the Grievance Policy for the appropriate process and reporting pathway.