

# New Zealand Fringe Festival Privacy Policy

The New Zealand Fringe Festival recognises the importance of protecting the privacy of personal information collected about its artists, employees, prospective employees, venues, and the general public.

## 1. How we collect and hold personal information

### **Personal Information**

The types of personal information we collect about you, and our use of that information, depends upon your dealings with us.

Generally, the type of personal information that New Zealand Fringe may collect about you can include your name, company name, postal address, email address, telephone and mobile phone number, job title, date of birth/age range, GST number (for New Zealand Fringe registered artists) and bank account details (for New Zealand Fringe registered artists presenting a ticketed event).

New Zealand Fringe may also collect information from you that is relevant to previous New Zealand Fringe festivals as well as other arts attendances and interests.

If you do not provide all of the personal information we require, we may be unable to provide you with the products or services you are seeking.

### **Collection**

We generally collect personal information directly from you. We may collect your personal information in person, or by telephone or through written information or forms that you submit to us online. We collect personal information that we require for the purposes of our business functions and activities.

If you provide us with personal information about a third party, you warrant that that third party consents to us collecting and using their personal information in accordance with this Policy.

Where practicable, we will allow you to deal with us anonymously or under a pseudonym. This option will not be available where we are required or authorised by law to deal with individuals who have properly identified themselves, or if we need to verify your identity in order to provide products or services to you.

### **Storage**

We take reasonable steps to protect personal information from misuse, interference, loss or unauthorised use, modification or disclosure. We hold your personal information as either

physical records, records on our servers, and in some cases, records on third party servers, which may be located overseas.

We will keep personal information as long as we need it for the purposes in clause 2 of this Policy, or as long as we are required by law to retain it, after which time we will destroy it or de-identify the personal information.

## 2. How we use and disclose personal information

We will use and disclose your personal information (and that of third parties) for the purposes for which we collected it, for other related purposes that you would reasonably expect or to which you have consented, and as otherwise permitted or required by law.

By providing us with your personal information, you consent to us holding, using and disclosing your personal information for the following purposes:

- to provide you with our products and services, for example:
- to contact you regarding your booking and advise you of cancellations, venue and time changes;
- to post out your tickets and/or merchandise;
- for personal identification when you collect your pre-purchased tickets or if you have lost your tickets or they have been stolen and need replacing;
- to complete financial transactions and where applicable, process your credit card payment transactions for tickets, merchandise, hospitality events and/or advertising;
- to pass on your details to the artist/event organiser if you have consented to us doing so at the time of the booking and account registration process;
- to provide you with marketing and promotional information and materials which may be of interest (including updates and offers on behalf of third parties);
- to respond to you regarding employment enquiries;
- to contact you in response to your specific New Zealand Fringe enquires and provide you with information you have requested; and
- to thank our staff, artists, venues, sponsors, volunteers and supporters.

If you do not wish to receive marketing materials from us, you may "opt out" at any time by contacting [welcome@fringe.co.nz](mailto:welcome@fringe.co.nz) or by using the opt-out mechanism provided in each communication, and your name will be removed from our marketing list.

We may disclose personal information to third party contractors who may be performing services for us which involves your personal information, or a third party where we are required or authorised by law to do so. If we disclose information to a third party, we generally require that the third party protect your information to the same extent that we do.

## 3. Access to Personal Information

You may seek access to the personal information we hold about you by contacting [welcome@fringe.co.nz](mailto:welcome@fringe.co.nz). We may require you to provide us with sufficient identification

before providing access to your personal information. If we are required or authorised by law to do so, we may refuse access.

Access to your personal information may be provided in a number of ways, including by providing you with a hard copy of the information, or by allowing you to view our records.

If you believe the personal information we hold about you is inaccurate, incomplete or out of date, please contact us. If you satisfy us that any personal information we hold about you is not accurate, complete or up-to-date, we will amend our records accordingly.

#### 4. Amendments

This Policy is current as at 1 December 2017.

We reserve the right to amend this Policy at any time, without notice to you, to ensure that we maintain the highest standards. The date of this Policy will inform you as to whether there have been updates since your last visit.

#### 5. Do you have any concerns, queries or complaints?

If you have any questions, concerns or complaints about our management of your personal information, please contact us for further information at the details set out below:

New Zealand Fringe Festival  
PO Box 6546  
Marion Square  
Wellington 6011  
Phone: 04 831 0581  
Email: [welcome@fringe.co.nz](mailto:welcome@fringe.co.nz)

We request that any dispute or complaint be submitted in writing. We will confirm receipt of your complaint and your dispute or complaint will be investigated and we will respond to you within the legislative time frame.

#### 6. Social media sites

New Zealand Fringe takes no responsibility for any personal information you may post on any of New Zealand Fringe's social media sites including, but not limited to, Facebook, Twitter, Flickr, YouTube, Instagram, and Pinterest.

Any information or content created by you that is in the public domain may be shared by New Zealand Fringe Festival. This may include, but is not limited to, publicly accessible information on social media sites, blogs, forum and websites. New Zealand Fringe will endeavour to credit content creators wherever possible.