

## AFCM PRIVACY POLICY

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### 1 Name of Policy

This is The Australian Festival of Chamber Music – North Queensland Limited (AFCM) Privacy Policy (the Policy).

### 2 Commencement

The Policy commences on the date of its adoption by the Board.

### 3 Policy is Binding

Except to the extent that a contrary intention is expressed, the Policy binds Board members, AFCM employees and volunteers and applies to all workers and contractors.

### 4 Overview/Statement of Intent

- (1) AFCM is committed to protecting the privacy of personal information which the organisation collects, holds and administers.
- (2) The purpose of the Policy is to ensure that all AFCM employees, volunteers, workers and contractors are aware of and comply with the privacy requirements

outlined in the Information Privacy Act 2009 (Qld) and associated Information Privacy Principles.

- (3) The Policy is a public document. It may be accessed via the AFCM website and shall be made available to a person who requests it.

## **5 Responsibilities**

- (1) The Board of AFCM is responsible for developing, adopting and reviewing the Policy.
- (2) The Executive Director of AFCM is responsible for the implementation of the Policy, for monitoring changes in Privacy laws and for advising on the need to review or revise the Policy as and when the need arises.

## **6 Policy**

- (1) AFCM collects and administers a range of personal information for the purposes of presenting the annual Australian Festival of Chamber Music. AFCM is committed to protecting the privacy of personal information it collects, holds and administers.
- (2) AFCM recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by AFCM's core values and philosophies.
- (3) AFCM has adopted the following principles contained as minimum standards in relation to handling personal information.

## **7 Collection**

AFCM will generally:

- (a) Collect only information which AFCM reasonably requires for its primary functions;
- (b) Ensure that persons from whom it is sought to collect information are reasonably informed as to why AFCM collects this information and how the information will be administered;
- (c) Store personal information securely, reasonably protecting it from unauthorised access; and
- (d) Provide persons from whom information is collected with access to their own information, and the right to seek its correction.

## **8 Use and Disclosure**

AFCM will not use or disclose personal information otherwise than as follows:

- (a) For the primary purpose for which it was collected, or a directly related secondary purpose;
- (b) In relation to a secondary purpose directly related to the primary purpose, only where:
  - (i) the affected person would reasonably have expected AFCM to use or disclose the information for such purpose; or
  - (ii) the consent of the affected person has been obtained;
- (c) For the purpose of direct marketing, only where the affected person would reasonably expect the information to be used for this purpose, and AFCM has provided an opt-out, and the opt-out has not been taken up;
- (d) Where the information has been collected otherwise than directly from the affected person, only with the consent of the affected person; and
- (e) In any other circumstances, only with the consent of the affected person.

## **9 Storage**

- (1) AFCM will implement and maintain procedures to ensure that personal information is protected from misuse, loss, unauthorised access, interference, unauthorised modification or unauthorised disclosure.

AFCM will ensure it has adequate security systems in place to ensure that no personal information is disclosed to any overseas intended recipient, including a provider of IT services such as servers or cloud services, unless it has been established that such intended recipient is privacy compliant.

## **10 Destruction and De-identification**

AFCM will destroy personal information when it is no longer required to be kept for the purpose for which it was collected, including from decommissioned laptops and mobile phones.

## **11 Data Quality**

AFCM will take reasonable steps to ensure the information collected by AFCM is accurate, complete, up to date, and relevant to the functions performed by AFCM.

## **12 Data Security, Retention and Destruction Practices**

AFCM will secure, retain and destroy records in accordance with the AFCM Records Management Policy.

## **13 Openness**

AFCM will take reasonable steps to ensure affected persons are aware of AFCM's Privacy Policy and its purposes and to this intent AFCM will make this information freely available in relevant publications and on the AFCM website.

#### **14 Access and Correction**

AFCM will establish and maintain practices and procedures to ensure that individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date.

#### **15 Making Information Available to Other Parties**

At the request of the affected person, AFCM may release information to third parties.

#### **16 Review of Policy**

The Board will review the Policy at least once every two years.

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### **NOTES**

#### **AFCM Privacy Policy**

Date adopted: 22 November 2018

Administrator: Executive Director

Related documents: None

## **ATTACHMENT: PRIVACY STATEMENT– FOR EXTERNAL USE (WEBSITE via a link)**

### **PRIVACY STATEMENT**

#### **Your privacy is important**

AFCM respects the rights of our patrons, staff, suppliers and partners to decide when and how their personal information is used, and for this reason, we have chosen to opt-in to comply with the Australian Privacy Principles as detailed in the Privacy Act 1988(Cth).

Our commitment to privacy is based on:

- The freedom to visit our website and access most information without the need to give us any personal information.
- The choice to give us personal information if you wish to receive information about our functions and activities; and
- Our commitment to keep any information safely and securely, using appropriate technology and to accepted industry standards.

#### **Information We Collect**

We will not normally collect personal information other than your name, address, phone, fax or email address and payment details. We collect information about you to provide the services you request including booking tickets, enquiries, donations, merchandise and sponsorship, and to tailor our services and offerings to you.

We may also need to collect credit card details to enable us to process a payment from you. Additional information, such as your preferences for various services we provide, may also be collected.

We collect information on website activity, such as the number of visitors, the number of pages viewed, navigation patterns, what systems users have and the date and time of visits. This information is collected for statistical purposes only and is not used by us to identify you.

In certain circumstances, our website or internet provider may also place a “cookie” on your computer through your web browser. A cookie is a small data file that is sent from our webserver and stored on your computer's hard drive. The cookie is not linked to your personal information and cannot be used by us to identify you. Its only purpose is to enable your systems and our systems to better interact and assist you to access our website. You may choose to reject the cookie, or have settings in place to reject cookies. This will still allow you to visit the website, but may limit your experience and access on the site.

#### **Use and Disclosure of Personal Information**

Your personal information will only be used for the purpose for which it is collected. Other than for debt collection purposes or as may be required to enable a third party to provide you with services you have specifically requested, your personal information will not be shared, sold or given to any third party without your consent, unless required or authorised by law.

We periodically conduct direct marketing campaigns to promote the Festival and related activities. In these circumstances, we provide recipients with details on how to opt-out of future campaigns.

### **Quality of Personal Information**

Our aim is to ensure that your personal information is accurate, complete and up-to-date. To help us with this, please contact us if any of the information you have provided requires correction or updating. We will take reasonable steps to correct and update the information.

### **Personal Information Security**

AFCM is committed to keeping the personal information you have provided to us secure, and we will take reasonable steps to protect your personal information from misuse, loss, unauthorised access, interference, unauthorised modification or unauthorised disclosure.

Third party providers are used to process payments through our website. These third party providers have provided warranties to us that their processes use industry standard 128-bit Secure Sockets Layer (SSL) encryption. We cannot provide this warranty directly to you but can disclose our current providers are Blackbaud eTapestry and CommSecure. You are encouraged to make your own enquiries before providing any personal information to any third party provider.

### **Access to Personal Information**

You can request us to provide access to the personal information that we hold about you. To request access please contact us using the details provided below.

### **Emails**

Emails we receive from you will only be used for the purposes given and are subject to the conditions set out in the AFCM Privacy Policy. AFCM has taken reasonable steps to ensure we will not use personal information in emails other than in accordance with this Policy. Due to the nature of email, sending personal information in an email remains entirely at your own risk and AFCM will not be responsible for any unauthorised use and disclosure of this information by third parties including internet service providers. Should you require AFCM to delete any emails in which you have included personal information, we will take reasonable steps to do so.

### **Links**

The AFCM website contains links to third party websites. Please be aware that AFCM is in no way responsible for the privacy practices on these sites. You should check the privacy policies of any third parties before disclosing information.

### **Remarketing**

AFCM makes use of Google Analytics to help us to more effectively promote the AFCM. Google Analytics remarketing codes are used to record instances where users view certain pages or take certain actions on a website. This will later enable Google to offer targeted advertising. If you do not want to be a recipient of targeted advertising, you can opt out through the DoubleClick opt-out page or the Network Advertising Initiative opt-out page.

## Contact Us

If you have any questions about the AFCM Privacy Policy or the privacy practices of AFCM, or if you wish to make a privacy complaint, please contact:

Executive Director  
AFCM

Email: [info@AFCM.org.au](mailto:info@AFCM.org.au)

Our full Privacy Policy is available here: <link to pdf download>

We reserve the right to change this Privacy Statement at any time. We suggest you review this Privacy Statement periodically for changes. Further information on the Information Privacy Act and the Information Privacy Principles can be found at <https://www.qld.gov.au/law/your-rights/privacy-and-right-to-information/privacy-rights> .