



Somerset Storyfest Privacy Policy

Your privacy is important to us. Somerset Storyfest has an obligation to managing personal information, which has been either collected or provided, in a responsible and legal manner and in a way that observes all Privacy laws. We respect the privacy of personal information that you may provide to us.

The way we manage your personal information is governed by the respective legislation relating to privacy:

- The Privacy Act 1988 & Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)
- Information Privacy Act 2009 (QLD)
- Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth)

This Privacy Policy tells you how we manage any personal information we may obtain about you. Key components of this policy include the mandatory requirement to comply with Australian Privacy Principles which set the minimum standards which relate to the collection, storage, use, security, access, correction and disclosure of personal information and our requirements in relation to Notifiable Data Breaches.

What kind of personal information does Somerset Storyfest collect and how do we collect it?

The type of information Somerset Storyfest collects and holds includes (but is not limited to) personal information, about:

- students and teachers and other attendees of Storyfest events
- competition participants
- people that make an inquiry or request information or respond to marketing
- authors and presenters, volunteers and contractors; and
- other people who come in contact with Somerset Storyfest.

This information may be collected via forms, emails, telephone calls, face to face meetings or at events.

The types of personal information we may collect includes:

- your name and contact details (address, telephone number(s) and email address);
- your date of birth;
- your gender;
- transactional information you provide when you make a purchase with us or RSVP to an event
- any other information we may collect to facilitate your attendance or participation at an event
- personal information you provide when you commence a business relationship with us;
- any correspondence between you and us; and

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- any other personal information you provide when you make an inquiry, enter a competition, provide feedback, correspond with us or come into any contact with Somerset Storyfest.

When you communicate with Somerset Storyfest through social media sites or using applications provided by third parties (including websites, cookies, via your smart phone or third-party online forms), we may collect your personal information from that communication. We assume that you have informed yourself of the ways in which sites or applications can collect and disclose your personal information, and that you consent to the collection, use and disclosure of your personal information by such sites or applications (including disclosure to, and collection by, Somerset Storyfest).

How will Somerset Storyfest use the personal information you provide?

Somerset Storyfest, and Somerset College, in its role as presenting partner, will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

The purposes for which Somerset Storyfest staff, volunteers, contractors or staff of the presenting partner, Somerset College, uses personal information includes:

- day-to-day administration, marketing and planning;
- to communicate with you and provide information for events relating to Somerset Storyfest, including determining appropriate events and services and recommendations which may be based on information collected from you;
- to process any ticket sales, merchandise sales, online purchases, including competition entries, or costs related to Somerset Storyfest for yourself or students under your care;
- notify you of any updates, changes, cancellations, postponements or lost property;
- promote or notify you of any related events or services from partners that may be of interest to you;
- seeking donations, sponsors and marketing for Somerset Storyfest and associated events, competitions, promotions, support and school sponsorship opportunities;
- to discharge our duty of care;
- to collect, with your consent, feedback, reviews and surveys to assist in evaluating our services and plan future events;
- to do anything that you authorise us to do;
- to take any action that we are required to do or authorised to do by law

Job applicants, volunteers, staff members, presenters and contractors:

In relation to personal information of job applicants, volunteers, staff members, presenters and contractors, Somerset Storyfest's primary purpose of collection is to assess and (if successful) to engage the applicant, volunteer, staff member, presenter or contractor, as the case may be.

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The purposes for which Somerset Storyfest uses personal information of job applicants, volunteers, staff members, presenters and contractors include:

- in administering the individual's employment or contract, as the case may be;
- for insurance purposes;
- seeking funds and marketing for Somerset Storyfest;
- to satisfy Somerset Storyfest and Somerset College's legal obligations, for example, in relation to child protection legislation.

Volunteers:

Somerset Storyfest also obtains personal information about volunteers to assist Storyfest in its functions or conduct associated activities and to enable Storyfest, the College and the volunteers to work together.

Marketing and fundraising:

Somerset Storyfest treats marketing and seeking donations for the future growth and development of programme of events as an important part of ensuring that Somerset Storyfest continues to offer quality programmes. From time to time, you may be contacted with fundraising requests. Publications, including social media, newsletters and magazines, which include personal information, may be used for marketing purposes. By subscribing to electronic communication or agreeing to receive communication, you are understood to have consented to us sending you the requested marketing material and information for Somerset Storyfest and related services, performances and products. Photographs or video may be taken at events or in relation to Somerset Storyfest and attendance at an event implies consent as per the conditions of the event and the use of these on Somerset Storyfest website, electronic communication or social media sites, related websites social media sites or electronic communication, or in any other online or printed promotional material. If you request to be unsubscribed or to not receive marketing material, we need to respect and adhere to this request.

Who might Storyfest disclose personal information to?

Storyfest may disclose personal information, including sensitive information, held about an individual to:

- staff of Somerset Storyfest or presenting partner, Somerset College
- another entity or organisation partnering in an event or assisting in event management, including venues and our ticketing agency;
- people providing services to Somerset Storyfest or Somerset College, including visiting authors and presenters;
- an organisation that assists in Storyfest's fundraising or marketing, including social media sites, media or third party applications;
- recipients of College publications, like newsletters and magazines;
- any specific entities which we have you of at the time of collecting information or anyone you authorise Somerset Storyfest to disclose information to.

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How does Somerset Storyfest treat sensitive information?

In referring to 'sensitive information', Somerset Storyfest means: information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, philosophical beliefs, sexual orientation or practices or criminal record, that is also personal information; health information and biometric information about an individual.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and security of personal information

Somerset Storyfest and the College's staff are required to respect the confidentiality of personal information and the privacy of individuals.

Somerset Storyfest has in place steps to protect the personal information we hold from misuse, interference and loss, unauthorised access, modification or disclosure by the use of secure information systems and password access rights to electronic databases and records. Access to information is only given as required and for the duration required. Somerset Storyfest may store personal information in the 'cloud' which may mean that it resides on servers which are situated outside Australia. We take reasonable steps to ensure that our service providers are carefully chosen and have policies, procedures and systems in place to keep personal information secure and to ensure that our data storage meets PCI compliance requirements.

When your personal information is no longer required and if permitted by law, we will destroy or delete it from our systems in a secure manner. In the event of any loss or disclosure of personal information, Somerset Storyfest will follow the steps outlined in its Notifiable Data Breach plan and meet all such requirements.

Updating personal information

Under the Commonwealth Privacy Act and the Information Privacy Act 2009 (QLD), an individual has the right to obtain access to any personal information which Somerset Storyfest holds about them and to advise Somerset Storyfest of any perceived inaccuracy. Students will generally be able to access and update their personal information through their parents or supervising or organising teachers, but older students may seek access and correction themselves. We may request photo identification or require authentication before permitting access and the updating of personal information.

There are some exceptions to these rights set out in the applicable legislation.

Somerset Storyfest endeavours to ensure that the personal information that it holds is accurate, complete and up-to-date. A person may seek to update their personal information by contacting the Somerset Storyfest in writing at any time.

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Dealing with Somerset Storyfest online

This Privacy Policy should be read as forming part of the Terms and Conditions of Use for our website. We take reasonable steps to maintain the security of any cookie and personal information we collect online. Our website and any third-party applications and sites uses HTTPS (connection security), with a certificate from a trusted organisation to prove the website's identity to browsers, like Chrome, and to encrypt any information you input. We aim to keep current with available security and encryption technology, however, no transmission over the internet can be guaranteed as totally secure and accordingly, we cannot warrant or ensure the security of any information you provide to us over the Internet. Please note that you transmit information at your own risk. When you visit our website, we and/or our third-party applications, may collect certain information about your visit via cookies. The Somerset Storyfest website may contain links to third party websites. These links are provided as a service for your convenience and information only and Somerset Storyfest is not responsible for the content, products or services available through third-party websites.

Enquiries and complaints

If you would like further information about the way Somerset Storyfest manages the personal information it holds or wish to complain if you believe that Somerset Storyfest has breached the Australian Privacy Principles please contact the CEO of Somerset Storyfest. Somerset Storyfest will investigate any complaint and will notify you of the making of a decision in relation to your complaint as soon as is practicable after it has been made.

Changes to our Privacy Policy

We may from time to time make changes to this Privacy Policy. If we amend our Privacy Policy, we will post the amended Privacy Policy on the Somerset Storyfest website.

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