

## **Privacy Policy – City of Casey and Bunjil Place Ticketing**

### **Information collected and held**

The City of Casey collects the following types of personal information from ticket purchasers:

- full name;
- mailing or street address;
- email address;
- telephone number;
- details of the products and services you have purchased or which you have enquired about, together with any information necessary to deliver those products and services and to respond to your enquiries.
- any information you provide to use through our ticketing service, customer surveys or visits by our representatives from time to time.

### **Purpose of collected and held information**

The City of Casey and Bunjil Place collect personal information about you so that we can perform our business activities and functions and to provide the best quality of customer service. Your details may be retained, used and disclosed for the following purposes:

1. to provide products and services to you and to send communications requested by you;
2. to answer enquiries and provide information or advice about existing and new products or services;
3. to provide you with access to protected areas of our website;
4. to assess and improve the performance of our ticketing functionalities and website;
5. for the administrative, marketing, planning, product or service development, quality control and research purposes including;
  - contacting customers in the event of a performance cancellation
  - notifying changes of performance details
  - replacement of lost tickets
  - distribution of tickets (e.g. box office collections);
  - to obtain transaction authorization and ensure lawful use of credit cards;
  - to market upcoming performances;
  - to market web services;
6. to update our records to keep your contact details up to date;
7. to process and respond to any complaint made by you; and
8. for other lawful uses about Bunjil Place activities consistent with this Ticketing Privacy Policy, the City of Casey Privacy Policy and the Privacy Act.

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

### **Further Information**

If you have any queries or need further information on privacy related matters, please contact Council's Privacy Officer:

Privacy Officer - City of Casey

PO Box 1000

Narre Warren 3805

Telephone: 9705 5200

Email: [caseycc@casey.vic.gov.au](mailto:caseycc@casey.vic.gov.au)