

## THE SUBSTATION PRIVACY POLICY

### ▪ **About this Policy**

The SUBSTATION (our, we, us) places high importance on protecting the privacy and security of Personal Information collected by our organisation. The SUBSTATION Privacy Policy outlines the ways The SUBSTATION collects and uses Personal Information in relation to its activities, and has been created to comply with the Privacy Act 1988.

This Privacy Policy applies solely to information collected in connection with The SUBSTATION. The SUBSTATION website contains links to websites that are not bound by this Privacy Policy. We encourage users to become familiar with the privacy statement of each third-party website that collects Personal Information, some of which are listed in this Privacy Policy.

The SUBSTATION reserves the right to change and amend this Privacy Policy at any time.

### ▪ **What Personal Information does The SUBSTATION collect, and how is it collected and stored?**

The SUBSTATION may collect Personal Information from you in order to undertake our organisational activities. Common activities where The SUBSTATION may require the collection of Personal Information include (but not limited to) when you express interest or participate in an event or program run by The SUBSTATION, purchase a ticket to a SUBSTATION event through our ticketing system, make an enquiry in regards to the use or hire of a space at The SUBSTATION, become a volunteer, employee or are contracted to collaborate with The SUBSTATION on an event or program and for other reasons where the collection of Personal Information is necessary.

The types of Personal Information The SUBSTATION collects may include;

- Your name
- Organisation
- Mailing and/or Street Address including your postcode and country
- Age and/or date of birth
- Profession and/or Job Title
- And any other information relating to you that you provide to us directly via our website, in person, over the phone, by filling out a form provided to you by The SUBSTATION and/or via our third-party service providers including but not limited to our ticketing system, IT systems and Communication Management systems.
- Any other information required by law
- We may also collect information regarding your visit to The SUBSTATION, and through feedback surveys from time to time.

We also may collect information that is not personal information because it does not identify you, including anonymous surveys and aggregated information about how users engage with our website and social media content.

The SUBSTATION takes reasonable and appropriate measures to protect Personal Information held by us from loss, misuse and unauthorised access, disclosure, alteration and destruction. However, The SUBSTATION cannot provide any assurance or be held accountable for security or the possible interception of Personal Information provided to us by electronic means, including information you communicate to us online, via email, or through our website. Any information provided to us via these forms of communication is done so at your own risk.

## ▪ **How is Personal Information used by The SUBSTATION?**

The SUBSTATION collects Personal Information in order to undertake organisational activities including but not limited to;

- Direct marketing activities including communications provided to you via telephone, email and post in relation to our activities
- To improve our customer service to you
- For administrative and planning purposes
- To answer your enquiries about our events, programs, spaces and other activities
- To update our records and keep your contact details up to date
- To comply with any law, rule or regulation or in co-operation with any governmental authority.

The SUBSTATION may send you direct marketing communications and information that we consider may be of interest to you. These communications may be sent in various forms, including mail, phone, and email, in accordance with applicable marketing laws.

You can 'opt-out' of email marketing by clicking 'unsubscribe' through our ticketing and electronic mail systems.

In order to undertake our activities we may disclose your information to;

- Our employees, contractors and volunteers
- Third-party service providers for the purposes of the operations of our building, events, our website, fulfilling requests by you, and providing products and services, including but not limited to; mailing houses, web hosting providers, IT system administrators, couriers, professional advisors such as accountants, solicitors, business advisors and consultants, data entry service providers, debt collectors, and other third parties that The SUBSTATION has commercial relationships for business, marketing and other related purposes
- Any other organisation for any purpose with your permission.

Some of the third-party service providers The SUBSTATION has relationships with are based overseas. We take reasonable steps to ensure that the overseas recipients of your personal information do not breach the privacy obligations relating to your Personal Information outlined in this Privacy Policy.

We may disclose your personal information to entities located outside of Australia, including the following:

- Our e-newsletter distribution services, MailChimp (see MailChimp's Privacy Policy [here](#)); and,
- Our ticketing system, Eventbrite (see Eventbrite's Privacy Policy [here](#))

## ▪ **Access and amendments to personal information held by The SUBSTATION**

You can request to access, update and change the Personal Information held by The SUBSTATION by contacting our Marketing Manager, Leela Schauble, [marketing@thesubstation.org.au](mailto:marketing@thesubstation.org.au) or by calling 03 9391 1110 and ask to speak with the Marketing Manager directly.

The Marketing Manager will provide access to the information you're entitled to, via suitable means (this could be verbal or via email), and will update and correct Personal Information as soon as practically possible.

There may be instances where The SUBSTATION will refuse access to the Personal Information we hold. Reasons for refusal may include that providing access would impinge on the privacy of others, or be a breach of confidentiality and/or other parts of this Privacy Policy. In these instances, The SUBSTATION will provide you with the reasons for the refusal of access.

The SUBSTATION reserves the right to maintain the integrity of the Personal Information we hold. If The SUBSTATION has reasons to believe that a request to update or change Personal Information is inaccurate or fraudulent, we reserve the right to refuse your request.

## ▪ **Lodging a complaint about a breach of this Privacy Policy**

If you believe your Personal Information has been misused in a way that breaches this Privacy Policy, please first notify the breach with The SUBSTATION via our General Manager, Kali Michaildis, [manager@thesubstation.org.au](mailto:manager@thesubstation.org.au) or by calling 03 9391 1110 and ask to speak with the General Manager directly.

The General Manager will investigate your complaint, which may include seeking further information from you and other members of staff at The SUBSTATION. The General Manager

will attempt to address the complaint as soon as practically possible, which may include a formal written response to your complaint and/or include proposed remedies to rectify the breach.

If after the complaint has been investigated and addressed by the General Manager, you feel the proposed remedies are insufficient, we will provide you with information on how to escalate your complaint. This may include providing you with contact details for relevant legislative bodies such as the Office of the Australian Information Commission.

## ▪ **What The SUBSTATION does not do with Personal Information**

The SUBSTATION will not release your contact details to third-party organisations unless it is for one of the reasons outlined in this Policy, or unless you have given us permission to do so.

The SUBSTATION does not “sell” contact lists to telemarketers or international marketing agencies under any circumstances.

## ▪ **Enquiries about this Policy**

For more information and enquiries about our Privacy Policy please contact Leela Schauble, Marketing Manager, [marketing@thesubstation.org.au](mailto:marketing@thesubstation.org.au) or call 03 9391 1110.