

ARTRAGE

# ARTRAGE INC

For ARTRAGE Inc, The Bakery, Fringe World and associated websites

ENDORSED: JUNE 2010  
EFFECTIVE: JUNE 2010

# PRIVACY POLICY

## CONTENTS

1. Statement of Commitment
  2. How We Gather Personal Information
  3. What sort of Information Artrage may Gather
  4. Non-Personal Information Which May Be Gathered Via our Website
  5. How Artrage May Use Your Personal Information
  6. Security and storage of personal information
  7. Keeping your personal information up to date
  8. Internet site privacy policies
  9. How to Access your Personal Information
  10. Further Information?
  11. Review of Policy
  12. Endorsement
- 

## STATEMENT OF COMMITMENT

The purpose of this document is to outline how ARTRAGE [90 649 491 963] complies with our privacy obligations as required under the *Privacy Act 1988* and, in particular, the National Privacy Principles set out in that Act.

- 1.1 ARTRAGE will make this privacy policy available to anyone who asks for it.
- 1.2 As an organisation, one of our principal concerns is the welfare of our employees, volunteers and stakeholders. A high level of trust and confidentiality is required to ensure the confidence of our employees, volunteers and stakeholders. We aim to ensure that:
  - a. your privacy will be protected when accessing our services or visiting our premises;
  - b. the personal information collected about you and retained in our records is correct and up-to-date; and
  - c. you can access your personal information for review on request.

## How ARTRAGE Gathers Personal Information

- Artist registration
- Internet ticket and merchandise sales



- Registration for the Artrage, The Bakery and Fringe World Email Out/ Mail Out Lists
- Other voluntary provision of contact details to allow us to telephone, fax, mail or email you about Artrage business and activities.

We may collect personal information about you:

- a. directly from you; or
- b. from some other person, organisation or agency on your behalf with your consent;

### **What sort of information Artrage Gathers**

The types of information that the Artrage will collect includes:

- Name and/or company name
- Address
- Email address
- Telephone and fax numbers
- Your job title
- Your age group
- Previous Artrage and arts experiences
- Artform preferences
- ABN
- Bank account details

### **Non-Personal Information Which May Be Gathered Via our Website**

- You can visit the Artrage, Now Baking & Fringe World websites and browse without the need to disclose any personal information.
- The Artrage, Now Baking & Fringe World websites gather information about the way visitors use the site (such as which pages are visited) to help Artrage make improvements to its services. Your visit to the website is recorded as that of an anonymous individual.

### **How we may use you Personal Information**

#### **For Ticket and merchandise purchasers:**

- To contact you about your tickets or information about the show/s you have booked e.g. to let you know if a performance is cancelled.
- For personal identification when you collect tickets or need lost tickets replaced.
- To complete financial transactions e.g. with credit card companies. All ARTRAGE Websites (including Now Baking & Fringe World) internet credit card transactions are conducted over a secure, encrypted connection.
- To compile data on the preferences of attendees of Adelaide Fringe events to improve future services and programming.

#### **For Registered Artrage, Now Baking & Fringe World artists:**

- To contact you about bookings and other matters relevant to your event.
- To make financial transactions related to your Bakery &/or Fringe World event, registration of the event or events and bookings.



- To allow the public and accredited members of the media to contact you about your event, if you have consented to this.
- Where applicable to provide contact information about events to third parties such as APRA and the Department of Immigration, who may contact you directly.

#### **For General:**

- To provide you with further Artrage, Now Baking & Fringe World information which may be of interest, if you have voluntarily provided your contact details for this purpose.
- To contact you in response to your specific Artrage inquiries
- For any other reasonable business purpose which will enable the Artrage to better service your needs or to protect the Artrage Inc and associated individuals from harm.
- For the primary purposes we advise you of at the time of collection of the information by us;
- To advocate on your behalf with government agencies and organisations to obtain other support services and benefits for you
- As required or authorised by law
- Where there is a serious and imminent threat to your life, health, or safety or a serious threat to public health or public safety
- For secondary purposes which are directly related to the primary purpose of collection of the personal information such as for quality assurance, staff training and as may be required by our insurers.

#### **For Other People's Information that you provide to us:**

- If you provide personal information to us about someone else (such as a family member or friend) you must ensure that you are entitled to disclose that personal information to us.
- You should take reasonable steps to ensure that the individual concerned is aware of the various matters detailed in this policy, including our identity, how to contact us, our purposes for collecting the information, our information disclosure practices, the individual's right to obtain access to the information and to have it corrected, and the consequences for the individual if the information is not provided.

#### **Security and storage of personal information**

Your personal information may be stored either in hard copy or electronic form in our files and/or IT systems.

#### **Keeping your personal information up to date**

We take reasonable steps to ensure your personal information is accurate, complete and up to date whenever we collect or use it.

If you think any of the personal information we hold about you is inaccurate, incomplete or out of date, please contact us and we will take reasonable steps to correct the information.

#### **Internet site privacy policies**

We may collect contact information (such as e-mail addresses) for you and other individuals via our Internet site.

Unless you object, by using our Internet site you consent to us using your personal information collected:

- to monitor who is accessing the internet site or using services offered on the internet site; and
- to profile the type of people accessing the internet site.



We utilise "cookies" which enable us to monitor traffic patterns and to serve you more efficiently if you revisit the site. A cookie does not identify you personally but it does identify your computer. You can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject it in each instance.

We may preserve the content of any e-mail you send us if we believe we have a legal requirement to do so or are otherwise permitted to do so under the *Privacy Act*.

By using our internet site you consent to your e-mail message content being monitored by us for trouble-shooting or maintenance purposes or if any form of e-mail abuse is suspected.

Personal information, which we collect, may be aggregated for analysis but in such circumstances we would ensure that individuals remain anonymous.

### **You May Access your Personal Data**

You have free access to your own personal data collected by ARTRAGE. Apply in writing to:

Attn: Administration Officer  
Post: 233 James Street, Northbridge WA 6003  
Email [hello@artrage.com.au](mailto:hello@artrage.com.au)

It is your right to check the details and advise us of any changes necessary if the data is not accurate.

### **Further Information**

If you have any queries about the Artrage Privacy Policy, please contact the Artrage by email [hello@artrage.com.au](mailto:hello@artrage.com.au) or during normal office hours 12pm to 5pm (Mon-Fri) on 08 9227 6288.

### **Review of Policy**

Artrage undertakes to annual review this Privacy Policy (Artists and Public) to allow for necessary updates, additions and/or changes. Changes to the policy can be found on the Artrage website and by contacting the Artrage Administration.

### **Endorsement**

This Policy was reviewed by the Artrage Inc. Board of Management at a meeting held on 30th June 2010.

# TERMS & CONDITIONS

1. **Ticket & Merchandise Purchases**
    - **Ticketing Refunds**
    - **Merchandise Refunds**
    - **Payment Options**
    - **Cash Purchases**
  2. **Cancellation Policy**
  3. **Venue Conditions**
  4. **Shipping & Delivery**
  5. **Disclaimer**
  6. **Endorsement**
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## **Ticketing & Merchandise**

### **TICKETING REFUNDS**

There is no right of refund or exchange on tickets.

However, ARTRAGE want you to be pleased with your purchase.

In the event of an Event Cancellation, ARTRAGE will provide a refund of the ticket price to all tickets holders. ARTRAGE will credit your original method of payment.

If an event is cancelled no obligation is assumed ARTRAGE for arranging a substitute event.

Booking fees and charges are non-refundable.

ARTRAGE reserves the right not to refund purchase for lost or stolen tickets.

Admittance to the event will be at the discretion of ARTRAGE Management. Should entry be declined, ARTRAGE will not provide a refund for the purchase of tickets.

### **Payment Options**

NowBaking.com.au & Fringeworld.com.au accepts the following cards for on-line transactions:

- Visa,
- Mastercard,
- and Bankcard.

We do not accept AMEX or Diners Club Cards.



## **MERCHANDISE REFUNDS**

If you are not completely satisfied we are happy to advise the best way for you to return or exchange your purchase.

Returns and exchanges are only accepted for Merchandise items purchased via the NowBaking.com.au or Fringeworld.com.au website.

If the item is faulty, on presentation of your original / online receipt with the returned merchandise item(s) unworn and unwashed within 14 days of order date.

Sorry we cannot process refunds or exchanges without your original receipt of purchase.

Returns & Exchanges are only valid for NowBaking.com.au & Fringeworld.com.au merchandise purchases and not Tickets.

**Please note:** that Postage and Handling charges are not refundable. Returns and exchanges (if stock available) will only be accepted up to 30 days from date of purchase and will not be accepted after this date.

## **Returns**

To return an item of merchandise, please include the packaging slip that you received with your parcel and advise the reason of FAULT with the return.

Merchandise must be returned within 30 days of order date - unworn and unwashed.

We will credit your original method of payment, excluding delivery (unless goods are faulty or not as ordered). Postage and handling charges are not refundable and for exchanges additional postage and handling charges will be applied accordingly.

## **Exchanges**

To exchange merchandise, please follow the same instructions as for refunds indicating your requirements, and include AUS \$6 (cheque, money order or credit card details - no cash by mail) for redelivery within Australia.

## **Where to Refund or Exchange**

You may present your merchandise for refund or exchange in person or by mail:

**By mail:** send your returned merchandise, the original receipt and your details, explaining in writing the fault why you are seeking return or exchange, to ARTRAGE, 233 James Street, Northbridge WA 6003.

If you require further assistance, please call +61 8 92276288

Credit Card processing is supplied by ARTRAGE INC ABN: 90 649 491 963

Inquiries or refunds should be made to Artrage Inc via [hello@artrage.com.au](mailto:hello@artrage.com.au) or +61 089227 6288

## **Cash Purchases**

Cash purchases may be made in person at the following locations:

TICKETS: At the Box Office

MERCHANDISE; Merchandise Counter



## **CANCELLATION POLICY**

ARTRAGE INC reserves the right not to replace tickets where seating is not allocated (general admission). When allocated seating tickets (reserved seating) are lost or stolen the customer must be able to produce proof of their original purchase.

Admittance to the event will be at the discretion of ARTRAGE Management. Replacement of lost tickets is subject to approval from the Presenter of the event in question.

All prices are subject to change without notice.

If an event is cancelled no obligation is assumed of ARTRAGE for arranging a substitute event.

In the event of a cancellation ARTRAGE will undertake all measures to notify ticket holders of the cancellation and will provide refunds or exchanges for all ticket holders. Purchasers are required to supply correct and current contact details in case of cancellation. Refunds will be provided via the credit card of purchase or cheque for cash purchases.

## **Venue Conditions**

- No drugs, weapons, food, glass containers, specified prohibited items or lasers may be taken into the venue.
- No audio or video recorders may be used without permission of the event organiser and venue management by prior arrangement. A breach of this condition may lead to the confiscation of all equipment and removal of the patron from the venue.
- The event organiser reserves the right to video, photograph, broadcast or telecast the event.
- ARTRAGE Inc takes no responsibility for loss or damage to personal property.

## **TICKET PURCHASE DELIVERY**

All tickets will be provided via email shortly after the time of purchase and payment confirmation.

This ticket will include a unique barcode, which will be scanned at the point of entry to the event. A separate tax invoice will be sent following the confirmation of your payment transactions.

Purchasers will need to ensure that they supply a current and functional emails address to receive Tax Invoice & Tickets.

Tickets & Tax Invoice will not be posted to the purchaser.

Tickets are collectable from Box Office, one hour prior to the event commencing.

For online payment support, please contact [hello@artrage.com.au](mailto:hello@artrage.com.au)

## **MERCHANDISE PURCHASE DELIVERY**

### **Within Australia**

Please allow up to 7 working days for delivery.

Your merchandise will be sent via Australia Post Parcel Post. Postage and Handling charges will be included in your on-line transaction. Sorry no C.O.D. (Cash on Delivery)



**International Destinations**

Please allow up to 15 working days delivery time. Your merchandise will be sent via Australia Post International Parcel Post. Postage and Handling charges will be included in your online transaction. Sorry no C.O.D.

**Duties for Overseas Customers including New Zealand**

All prices (including the postage and handling fees) on Nowbaking.com.au are in Australian dollars and include the Australian GST. Please note that prices DO NOT include relevant overseas duties and other custom charges that you may incur.