

Te Whare o Rukutia Privacy Policy (Privacy Policy)

Te Whare o Rukutia, operated by The Dunedin Arts Trust (**DFAT, Te Whare o Rukutia, TWoR, our, us, we**) recognises the importance of protecting the privacy of personal information collected about its artists, employees, prospective employees, venues, and the general public.

1. Personal Information

The types of personal information we collect about you, and our use of that information, depends upon your dealings with us.

Generally, the type of personal information that TWoR may collect about you can include your name, company name, postal address, email address, telephone and mobile phone number, job title, date of birth/age range, GST number (for TWoR Venue hirers) and bank account details (for TWoR Venue hirers presenting a ticketed event).

We may also collect information from you that relates to other arts attendances and interests.

If you do not provide all of the personal information we require, we may be unable to provide you with the products or services you are seeking.

2. Collection

We generally collect personal information directly from you. We may collect your personal information in person, or by telephone or through written information or forms that you submit to us online. We collect personal information that we require for the purposes of our business functions and activities, and the operation of Te Whare o Rukutia and its events.

If you provide us with personal information about a third party, you warrant that that third party consents to us collecting and using their personal information in accordance with this Privacy Policy and indemnify us against any loss that we might suffer due to the disclosure.

Where practicable, we will allow you to deal with us anonymously or under a pseudonym. This option will not be available where we are required or authorised by law to deal with individuals who have properly identified themselves, or if we need to verify your identity in order to provide products or services to you.

3. Storage

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised use, modification or disclosure. We hold your personal information as either physical

records, records on our servers, and in some cases, records on third party servers, which may be located overseas. We ensure personal information which is stored by an overseas company is handled in accordance with this Privacy Policy

We will keep personal information as long as we need it for the purposes we collect it for, or as long as we are required by law to retain it, after which time we will destroy it or de-identify the personal information.

4. Use and disclosure

We will use and disclose your personal information (and that of third parties) for the purposes for which we collected it, for other related purposes that you would reasonably expect or to which you have consented, and as otherwise permitted or required by law.

By providing us with your personal information, you consent to us holding, using and disclosing your personal information for the following purposes:

- to provide you with the Te Whare o Rukutia services;
- to contact you regarding your booking and advise you of cancellations, venue and time changes for events;
- to post out your tickets and/or merchandise;
- for personal identification when you collect your pre-purchased tickets or if you have lost your tickets or they have been stolen and need replacing;
- to complete financial transactions and where applicable, process your credit card payment transactions for tickets, merchandise, events and/or advertising;
- to pass on your details to the artist/event organiser if you have consented to us doing so at the time of the booking and account registration process;
- to provide you with marketing and promotional information and materials if you have consented to us doing so at the time of the booking which may be of interest (including updates and offers on behalf of third parties);
- to respond to you regarding employment enquiries;
- to comply with the NZ Government's COVID-19 Protection Framework;
- to contact you in response to your specific Te Whare o Rukutia enquires and provide you with information you have requested; and
- to thank our staff, artists, sponsors, volunteers and supporters.

If you do not wish to receive marketing materials from us, you may "opt out" at any time by contacting tickets@rukutia.nz or by using the opt-out mechanism provided in each communication, and your name will be removed from our marketing list.

We may disclose personal information to third party contractors in New Zealand for one of the purposes or a directly related purpose to those set out above, or a third party where we are required or authorised by law to do so. If we disclose information to a third party carrying on business in New Zealand, they are subject to the Privacy Act 2020 and we require that the third party protect your information to the same extent that we do under this Privacy Policy.

We may disclose personal information to third party contractors outside New Zealand for one of the purposes or a directly related purpose to those set out above. If we do disclose information to a third party overseas we require that third party to agree to adequately protect the personal information.

5. Access

You may seek access to the personal information we hold about you by contacting tickets@rukutia.nz. We may require you to provide us with sufficient identification before providing access to your personal information. If we are required or authorised by law to do so, we may refuse access.

Access to your personal information may be provided in a number of ways, including by providing you with a hard copy of the information, or by allowing you to view our records.

If you believe the personal information we hold about you is inaccurate, incomplete or out of date, please contact us. If you satisfy us that any personal information we hold about you is not accurate, complete or up-to-date, we will amend our records accordingly.

6. Amendments

This Privacy Policy is current as at 10 May 2022.

We reserve the right to amend this Privacy Policy at any time, without notice to you, to ensure that we maintain the highest standards. The date of this Privacy Policy will inform you as to whether there have been updates since your last visit.

7. Social media sites

We take no responsibility for any personal information you may post on Te Whare o Rukutia's website and any of Dunedin Fringe Arts Trust's social media sites including, but not limited to, Facebook, Twitter, Flickr, YouTube, Instagram, and Pinterest (**Te Whare o Rukutia / Dunedin Fringe Arts Trust Sites**).

You agree to grant Dunedin Fringe Arts Trust a non-exclusive, worldwide, perpetual, royalty-free, transferable right and license to use, distribute, transfer, display and otherwise use any information or content created or posted by you on the Te Whare o Rukutia / Dunedin Fringe Arts Trust Sites. We will endeavour to credit content creators wherever possible.

8. Links to other websites

This Privacy Policy applies only to the Te Whare o Rukutia / Dunedin Fringe Arts Trust Sites. Any links to other websites are not under our control and will have their own privacy policies. We take no responsibility for linked third party websites and provide them solely for your information or convenience.

Do you have any concerns, queries or complaints?

If you have any questions, concerns or complaints about our management of your personal information, please contact us for further information at the details set out below:

Dunedin Fringe Arts Trust

PO Box 1331

Dunedin 9054

+64 3 477 3350

Email: tickets@rukutia.nz

We request that any dispute or complaint be submitted in writing. We will confirm receipt of your complaint and your dispute or complaint will be investigated and we will respond to you within the legislative time frame.