



Tweed Regional Gallery Foundation Ltd

Privacy Policy

The Tweed Regional Gallery Foundation Limited (Foundation) (ABN: 29003230073) is committed to respecting your privacy.

The Foundation is bound by the Privacy Act 1988 (Cth) (the Privacy Act) and the Australian Privacy Principles. This privacy policy sets out our practices in relation to the collection, use, storage and disclosure of personal information.

The Foundation may modify or update this Privacy Policy from time to time by publishing it online at www.artgallery.tweed.nsw.gov.au/donations. We encourage individuals to check this web page periodically to ensure that they are aware of our current Privacy Policy. If you have any questions in relation to this Privacy Policy, please contact us using the details set out at the end of this document.

By providing personal information to us, you consent to our collection, use and disclosure of that personal information on the terms of this Privacy Policy and any additional contractual or other arrangements that apply between us.

Throughout this Privacy Policy, we refer to your 'personal information'. Personal information means information about or an opinion about an identified individual or an individual who is reasonably identifiable.

1 Information we collect about you

The Foundation only collects personal information that we require to perform our functions. The types of information we collect and our purposes for collecting that information, include:

Membership of the Foundation: when you become a Member of the Foundation, we will collect your name, address, phone number, email address and payment information (including credit card details if relevant). You may also elect to provide us with other information, including your employer and/or position. We will use this information to process your membership fee and donation, issue any receipt to which you are entitled, record and acknowledge your support if relevant, and contact you by email or mail from time to time with information about the Foundation, its supporters and details of the events that are offered to our Members. Throughout your membership we will also collect information on your membership type history, as well as your programs and event attendance history, your product utilisation history and contact and interaction notes.

Financial donors: if you make a donation online, or make a donation by cheque or money order we will collect information including your name, contact information, donation amount and date of donation.

Assisting with your enquiries: when you telephone us or write to us, or when you enquire in person at the Gallery you may choose to provide us with your name and contact details so that we can respond to your request or to provide you with information about the Foundation's services or activities.

We will generally collect the personal information directly from you, including when you contact us by email, through our website, over the telephone, or in person. We may also collect personal information from third parties where permitted by under applicable law, including company mailing lists which are purchased for the purposes of direct marketing to companies for corporate memberships.

2 Use and disclosure of your personal information

We use and disclose the personal information that we collect in order to:

- process your membership or event booking;
- provide you with our booking and other services;
- facilitate event admission;
- respond to your enquiries;
- communicate with our Members and supporters;
- improve our services and activities to our Members;
- maintain our databases and distribution lists of Members, and supporters;
- conduct our general business activities, including without limitation: interacting with our contractors, services providers and agents; undertaking billing and administration; evaluating the effectiveness of our activities; assessing applicants for positions as employees or volunteers.

We disclose your information to the third parties listed below, for those purposes outlined in this Privacy Policy, and only to the extent necessary for those third parties to perform their duties to us:

- financial institutions (such as the Commonwealth Bank) when you provide us with your account details for donations or membership whom processes online payments on our behalf;
- contracted service providers who arrange our magazines and other communications to be posted to your electronic or mailing addresses;
- other parties in a non-personalised, aggregated format (ie non-identifiable);
- other entities as required or authorised by law.

3 Security of your personal information

The Foundation's Membership and Donations form collects your contact information. Once any personal information comes into our possession, we will take all reasonable steps to protect that information from misuse and loss and from unauthorised access, modification or disclosure in compliance with the requirements of the Privacy Act.

4 Website

The Foundation webpage is hosted on the Tweed Regional Gallery & Margaret Olley Art Centre website, and managed by Tweed Shire Council. Council measures traffic to this website and uses cookies through Google's Analytics display advertising features to monitor visits. Cookies identify and recognise the computer, but not the person using the computer, when you visit our website.

The use of cookies is an industry standard and is used by most major websites use them. The data obtained is used to help Council to improve the website and each user's experience. Council may also use this information to offer you tailored content such as advertisements.

If you prefer not to have cookies monitor your website usage, you can change the privacy setting of your browser to disable cookies or to warn you when cookies are being used. Google Analytics offers opt-out tools for the web or you can refer to your Internet browser's 'help' information about how to change your cookie preference.

The information we can log when you access this website includes:

- your IP or server's address
- the date and time of your visit to the site
- the pages accessed and time spent displaying each page
- your operating system (for example, Windows 7, iOS 8.1)
- your web browser version and type (for example, Internet Explorer 11, Safari 8.0, Chrome 62.0)
- the time taken to transmit information to you
- the previous Internet address from which you came directly to this website
- No attempt will be made to identify users individually except in the unlikely event of an investigation, where inspection of the Internet web server logs is required by law (for example, by a law enforcement agency)

5 Links

The Foundation and Tweed Regional Gallery email newsletters may contain links to the websites of other organisations which may be of interest to you. Linked websites are not controlled by the Foundation or Gallery and we are not responsible for their content or information privacy practices.

6 Accessing and correcting your personal information

In general, you have the right to access the personal information the Foundation holds about you. To request access to your personal information, please contact us using the details set out below.

You can access your customer account details over the phone or in person via a trained Gallery staff member, Foundation Board of Director or Project Officer. In the future, you may also be able to access your details on our website via a secure log-in on an opt-in basis.

When you request access to your personal information, we may be required to verify your identity. To allow us to do so, please send your request to us by email or mail. We will acknowledge your request within 14 days and will respond within 30 days after your request is made.

If we refuse to provide you with access to your personal information or do not provide you with access in the manner you have requested, we will provide you with a written notice stating the reasons for our refusal (unless it would be unreasonable for us to do so).

If you believe that the personal information we hold about you is not complete, accurate or up-to-date, you may contact us to seek correction of that information. We will take reasonable steps to correct such personal information. If we are not able to correct your personal information in the way you request, we will notify you of the reasons for our refusal (unless it would be unreasonable for us to do so).

7 Making a complaint

You may make a complaint about our handling of your personal information by contacting us using the details set out below. We will generally acknowledge your request within 14 days and respond within 30 days after your request is made to let you know what the next steps are for resolving your complaint. If we are not able to resolve your complaint, you may wish to contact the Office of the Australian Information Commissioner, which will be able to provide you with information about your other options.

8 Contact us

You have a right to access personal information we hold about you. If you wish to access your personal information, make a correction to your personal information, would like more information about our approach to privacy or want to make a complaint about your information privacy, please contact us:

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