

The Tasmanian Symphony Orchestra Pty Ltd ("TSO") is committed to respecting your right to privacy and protecting your personal information. The TSO complies with the Privacy Act (Cwth) 1988. In order to provide our services the TSO needs to collect and retain information that personally identifies you and/or contains information or an opinion about you ("personal information"). This personal information may include sensitive information about you such as an individual's ethnic or racial origins; political opinions; membership of a political association, professional or trade association, a trade union; religious beliefs or affiliations; philosophical beliefs; sexual preferences or practices, criminal record or health information.

Whether such information is required will depend on the nature of the TSO's services being provided. The TSO will not collect any personal information about you except from you or authorised third parties. The TSO may not be able to provide its services if insufficient information is provided.

The TSO may use your personal information to seek donations and provide you with marketing information about our other products and services, and those of other organisations that may be of interest to you. We also use the information to notify patrons who have tickets to particular concerts of changes to programs, cancellations, changes of artist and similar information.

The TSO will not use or disclose the personal information it collects, for any purpose other than for which it was provided or secondary related purposes where you would reasonably expect such use or disclosure, or you have consented to the disclosure or where it is authorised by law.

Personal information on our Box Office Ticketing System/computer may be disclosed to our related companies and the TSO Foundation, the professional mailing house used for the purpose of preparing direct mailouts, hiring companies, our computer maintenance company as part of maintaining our system, our accountants in preparing our accounts and to our auditors. Our contractual arrangements with third parties require them to comply with privacy laws including our privacy obligations. At any time you may request that the TSO no longer provide any direct marketing to you.

You may request access to your personal information and the TSO will, subject to any legal exemptions applying, give you access to that information by providing you with copies or allowing you to inspect the information. There may be a charge for this depending on the particular circumstances of the request. The TSO may charge you a photocopying fee and reserve the right to charge a reasonable fee if a significant amount of time is required to be spent by us to provide you with access to the information. You will need to provide us with evidence of your identity. If the TSO refuse you access to your personal information we will provide you with an explanation for that refusal. The TSO will try to provide you with access to your personal information within 14 days of receipt of your written request for access or 30 days where responding to the request is more complicated.

The TSO stores information in paper and electronic form. The TSO take reasonable steps to protect personal information by limiting access to authorised staff, use of secure hardware locations and password security access to software and paper records are kept in locked cabinets.

The TSO take reasonable steps to keep personal information up to date. If the personal information we hold about you is inaccurate, incomplete or not up to date, then please contact us and we will take reasonable steps to amend the information or if necessary discuss alternative action with you.

If you have any privacy issues you wish to raise with the TSO, please contact:

John Pugsley
Tasmanian Symphony Orchestra Pty Ltd
Federation Concert Hall
1 Davey Street
HOBART TAS 7000
or, by phone on 03 6232 4444

Please do not send a complaint by email.

Our aim is to respond to any complaint within 10 working days and to resolve the dispute with you. If you are not satisfied with the outcome you can refer the complaint to the Australian Privacy Commissioner. Their contact details are:

GPO Box 5218
SYDNEY NSW 2001
(ph) 1300 363 992
(fax) 02 9284 9666
(email) privacy@privacy.gov.au
www.privacy.gov.au