



# Privacy Policy

## What...

### WHAT IS THIS POLICY FOR?

Your privacy is important to Centrestage Theatre Company, Orewa Inc. (referred to in this Privacy Policy as "CTC", "we", "us" or "our"). We recommend that you read this privacy policy in full to ensure you are fully informed about what information we collect, how and why we collect it, the ways in which we may use it, and your rights to access and correct it.

We've done our best to make our explanations short and easy to understand. If you'd like further information or have any questions, please contact our Privacy Officer.

This Privacy Policy outlines and governs how we collect, use and disclose your personal information (as defined in the Privacy Act 2020 (Privacy Act)) and aggregated information. This Privacy Policy has been prepared in accordance with our obligations and your rights set out in the Privacy Act.

The Office of the Privacy Commissioner (<http://www.privacy.org.nz>) provides further details of the New Zealand Privacy Act 2020 and how it protects personal information in New Zealand.

### WHAT INFORMATION DO WE COLLECT?

We may collect personal information including your name, email address, phone number, postal address, birthdate and gender. Providing any of this information is optional.

We also collect anonymous aggregated data when you use our website. This information is generated by our systems as they track traffic through our websites and ticketing system and is not linked to any accounts or personal information that you may have provided.

### WHAT IF YOU DO NOT WANT TO PROVIDE YOUR INFORMATION?

If you do not supply us with relevant personal information, you won't be able to access some of our services, most notably buying tickets. If you would like to

purchase tickets anonymously you can do this but only from our box office during box office hours or within an hour of the performance time, this is also subject to availability. We reserve the right to refuse ticket sales at our discretion.

## When...

### **WHEN DO WE COLLECT THIS INFORMATION?**

We collect the information from cookies when you use our website. A cookie is a small file that resides on your device and is recognised by our server when you visit our website. This tells us your Internet Provider (IP) address, the type of device that you use, the browser that you use, and what domain you are accessing our sites from.

We may collect personal information about you when you provide information to us directly. For example, when you:

- Create an account on our website
- Make a purchase through our website, call centre, or box office
- Apply for employment with us
- Correspond with us, whether in person, by letter, phone, text, email, instant messages, or other means of electronic communication
- Subscribe to our newsletter
- Enter into a contract with us for any reason
- Attend our events/facilities
- Make use of any Wi-Fi services provided by us
- Fill out any survey sent by us or on our behalf by a third party such as MailChimp or Survey Monkey
- Follow or post comments in response to our social media or other facilities such as Facebook, Twitter, LinkedIn, YouTube, etc.

### **WHEN CAN WE CHANGE THIS POLICY?**

We reserve the right to change this policy at any time. This policy was last updated on 20/09/2024.

## Why...

### **WHY DO WE WANT YOUR INFORMATION?**

Lots of reasons! What it all comes down to is that we can provide you with the best service possible.

We will only collect personal information for a lawful purpose connected with your use of one or more of our functions or activities. We require your personal information in these instances because it is necessary for us to:

- Enter into a contract with you when you buy anything from us such as tickets
- Verify your identity if you need help with a forgotten password or you are having login problems with one of our site services
- Process your order and take payments you make on our website
- Contact you regarding your ticket purchase and/or the event that you are attending
- Enter you into competitions we or our Promoters using our venue may run
- Help provide any other services that you have requested
- Provide you with customer support
- Offer the most relevant information suitable to you and your interests
- Undertake any marketing, promotional, publicity, direct marketing, or market research that you have given express consent to be contacted about
- Undertake any other purposes for which you have given permission for example, if you are volunteering at the theatre and are required to work with minors, this will involve us collecting additional information (drivers licence or passport) for police vetting.

We will only collect personal information for a lawful purpose connected with your use of one or more of our functions or activities where the collection of personal information is necessary for that purpose. However, some services may not be available to you if you chose not to provide them.

We use cookies to track traffic patterns to our site, ensure that the most relevant content is being shown, and allow you to enter certain site member services without having to log in each time you visit.

## Who...

This Privacy Policy only relates to Centrestage Theatre Company. We are not responsible for the practices of our hirers, event promoters, advertisers, or business partners. Our site or communications to you may contain links to non-CTC websites. You should check their privacy policies before providing personally identifiable information to them or any other third party.

### **WHO ELSE COULD WE SHARE YOUR INFORMATION WITH?**

In response to lawful requests by public authorities, including to meet law enforcement requirements, your personally identifiable information may be shared with other third parties if we believe in good faith that we are required to do so by law.

## How...

### **HOW CAN YOU CHANGE YOUR DETAILS?**

The Privacy Act gives you the right to access and correct the information we hold about you.

You may request confirmation of whether we hold any personal information about you, and you may request access to or correction of your personal information that we hold by emailing us at: [manager@centrestagetheatre.co.nz](mailto:manager@centrestagetheatre.co.nz) or contacting us by post using the address provided below. Once we have verified your identity, we will provide you with confirmation and access unless one of the grounds for a refusal to do so under the Privacy Act applies.

Privacy Officers: Stephanie McKellar or Ross McKellar

Email Address: [manager@centrestagetheatre.co.nz](mailto:manager@centrestagetheatre.co.nz)

Postal Address: PO Box 163, Orewa, Auckland 0946

### **HOW CAN YOU OPT-IN/OUT OF BEING CONTACTED BY US?**

As transactional emails are tied directly to the delivery of the tickets you have purchased, you are unable to opt out of these communications as they are intrinsic to our service to you. These emails may come from us or from our ticketing service provider PatronBase. Apart from occasional post-event survey links, you will receive no further transactional emails until the next time you purchase tickets with us.

Transactional emails are communications that relate directly to your booking transactions or CTC account registration. These include:

- Order confirmation and receipt emails
- Delivery of electronic tickets
- Payment or event reminders
- Reset password' emails
- Pre-show event and venue information
- Notice of show cancellations/refunds
- Post-event survey links

To opt-in or out of our newsletter/marketing communications emails you can click on the 'Unsubscribe' link at the bottom of our newsletters to stop receiving our marketing communications.

### **HOW LONG DO WE RETAIN THIS INFORMATION?**

We may retain all personal information that we collect for as long as administratively necessary.

### **HOW CAN YOU OPT OUT OF COOKIES AND TRACKING TOOLS?**

If you would rather we did not use cookies with you, you can refuse them by turning them off in your browser and/or deleting them from your hard drive. You will still be able to visit our website but some of its functionality may be impaired.

## **Where...**

### **WHERE IS THE INFORMATION STORED?**

The personal information we hold is hosted by our service providers PatronBase, MailChimp, and our server. Our agreements with them protect the information that we collect from any use by them that we have not authorised. Your personal information that you provide is securely held by:

PatronBase  
PO Box 21335  
Edgeware  
Christchurch 8143

The Rocket Science Group LLC d/b/a Mailchimp  
675 Ponce de Leon Ave NE, Suite 5000  
Atlanta, GA 30308 USA

Nothing in this privacy policy limits or excludes your rights under the Privacy Act 2020.

### **WHO CAN YOU CONTACT FOR FURTHER INFORMATION?**

You can contact us at any time to ask about our privacy policy, privacy practices, to let us know that you're concerned about anything or make a complaint about the way we've handled your personal information.

Privacy Officers: Stephanie McKellar or Ross McKellar

Email Address: [manager@centrestagetheatre.co.nz](mailto:manager@centrestagetheatre.co.nz)

Postal Address: PO Box 163, Orewa, Auckland 0946

If you're not satisfied with the way we've handled your complaint, you have the right to make a complaint to the Office of the Privacy Commissioner.