

The Grainger Wind Symphony Inc. Privacy Policy

Introduction

The Grainger Wind Symphony Inc. recognises that your personal information is important to you and that you are concerned with its collection, use and disclosure. This policy contains information about:

- When you can deal with The Grainger Wind Symphony Inc. anonymously;
- The purposes for which The Grainger Wind Symphony Inc. collects, holds, uses and discloses personal information;
- The types of personal information that The Grainger Wind Symphony Inc. collects;
- How The Grainger Wind Symphony Inc. collects and holds personal information;
- How you may access the personal information that The Grainger Wind Symphony Inc. holds about you, and how you may seek correction of that personal information; and,
- How you may complain about a breach of the Australian Privacy Principles by The Grainger Wind Symphony Inc. and how The Grainger Wind Symphony Inc. will deal with such a complaint.

We may also use your personal information for other purposes related to those described above which would be reasonably expected by you.

When can you deal with The Grainger Wind Symphony Inc. anonymously?

In some circumstances, you can deal with The Grainger Wind Symphony Inc. anonymously. An example is where you are an audience member at one of our concerts. In certain other circumstances however, The Grainger Wind Symphony Inc. will ask you to provide personal information because (a) it is required by law to do so, (b) to ensure insurance compliance, or (c) because it would be impracticable to deal with you anonymously. These circumstances include where you create a user account on The Grainger Wind Symphony Inc. website, where you attend a rehearsal or concert as a performer, when you submit a request or enquiry, or undertake other correspondence with us.

Why does The Grainger Wind Symphony Inc. collect, hold, use and disclose personal information?

The Grainger Wind Symphony Inc. collects, holds, uses and discloses personal information for a number of purposes connected with our normal operations, which include:

- Providing you with services requested (e.g. player membership, rehearsal and event information, sale of concert recordings, tickets to events);
- Dealing with requests, enquiries, or other care related activities;
- Marketing our products and services;
- Developing and improving our products and services;

- The operation and administration of accounts, memberships, or subscriptions that you have with us;
- Payment processing;
- Interacting with companies or organisations with whom The Grainger Wind Symphony Inc. has a business relationship (where you work for, or otherwise represent, such an organisation);
- Complying with our obligations under agreements with third parties (for example, our insurers);
- We may also use and disclose your personal information for other purposes related to those described above which would be reasonably expected by you; and,
- Documents (including hard copy documents and electronic documents such as emails) which coincidentally contain personal information will also be retained in accordance with The Grainger Wind Symphony Inc. normal document retention practices for accounting, legal and administration purposes.

Generally, you have no obligation to provide any personal information requested by us. However, if you choose not to do so where we require this information, we are unlikely to be able to provide you with the services that you want.

What personal information does The Grainger Wind Symphony Inc. collect?

The kinds of personal information we collect or which we may hold about you may include:

- Your name;
- Your address;
- Your date of birth;
- Your telephone number(s);
- Your e-mail address;
- Instrument(s) played and level of experience;
- School attended or place of employment;
- Payment information;
- Transaction information;
- Information in relation to a working with children's check, where such a check is required for you to interact with The Grainger Wind Symphony Inc.
- Your Internet Protocol ("IP") address, server address, domain name and information on your browsing activity when visiting one of our websites;
- Your user name for social networking sites that you use, to refer to, or in conjunction with, The Grainger Wind Symphony Inc.; and

- Your image in photographic material collected by Grainger Wind Symphony Inc. for archival or marketing purposes.

How does The Grainger Wind Symphony Inc. collect and hold your personal information?

We collect personal information in a number of ways including:

- When you set up an account with us;
- When you participate in a rehearsal or event;
- When you browse one of our websites (further information is set out later in this Privacy Policy);
- When you submit an enquiry using one of our websites, to a section manager or committee member;
- Where you complete surveys or provide feedback;
- When you publicly comment about us on social media sites (for example so that we can answer questions) (information is not automatically collected);
- When you use a third party ticketing service; and,
- In the case of photography, at a rehearsal for The Grainger Wind Symphony Inc. , concert, or other event.

The Grainger Wind Symphony Inc. holds personal information in a number of ways, including:

- As part of membership records and other electronic documents on which personal information is contained which are stored on our information technology systems and servers operated by third parties who provide services to us in connection with our normal operations; and
- By storing hard copy documents and electronic documents, on which personal information is contained, with relevant committee members and section managers.

Marketing

When you create an account with us your details will be added to our database to receive information relating to The Grainger Wind Symphony Inc. To opt-out of receiving marketing materials and other general information from The Grainger Wind Symphony Inc., you will need to unsubscribe from our database. To do this, simply select the "unsubscribe" option in one of the emails that you receive from us. Please note that if you have an account with The Grainger Wind Symphony Inc., we may still need to send you essential information about your account.

Sharing your personal information

The Grainger Wind Symphony Inc. may disclose or receive personal information or documents about you to / from:

- Organisations that provide services to us in connection with our normal operation, including payment processing, administration, archival, data storage, hosting, research, mail and delivery, marketing, auditing, financial and legal advisory, banking, debt collection, security,

ticketing, or technical services. In some cases, these service providers may collect your personal information on our behalf;

- Law enforcement agencies to assist in the prevention, investigation and prosecution of criminal activities;
- Our insurers and insurance brokers;
- To other third parties where you have specifically consented to the disclosure of information to these third parties; and,
- To the general public in concert programs, retail packaging of recorded materials, or marketing materials. These publications may include:
 - Your name;
 - Instrument played;
 - Other relevant associations with us;
 - Disclosure of your involvement with a particular project;
 - Your biographical information; and,
 - Your image.

How we deal with your personal information

Players - applicants:

If you apply to perform with us you will be required to provide us with personal information, including your name, contact details, and other personal information which we may require you to provide, or which you choose to provide us, in relation to your application.

We will hold, use and disclose that information solely for the purpose of considering your application. In particular, in considering your application, it may be necessary for us to consult third parties, specifically consented, to verify the accuracy of that information. In such circumstances, we will disclose only such information as is necessary in the circumstances.

Players - associate and full members:

To be an associate or full member of The Grainger Wind Symphony Inc. you will be required to provide us with personal information, including your name, contact details, and other personal information which we may require you to provide, or which you choose to provide us, that is reasonably required for us to carry out our normal administration, comply with legal and insurance obligations, and inform you of future Grainger Wind Symphony Inc. events.

Past concert attendees and past players:

If you have attended a concert in the past or have been a player in the past for The Grainger Wind Symphony Inc., we will hold and use your personal information for the following purposes:

- Archival record keeping; and,
- To contact you to inform you about future Grainger Wind Symphony Inc. events.

Contractors and other non-members

If you are a non-player and have otherwise participated in a rehearsal or event such as engaged as a contractor, consultant or composer, or contacted us through our website or social media, or provided feedback, we will hold and use your personal information for archival record keeping, normal administrative processes, to comply with legal and insurance obligations and to inform you of future GWS events.

Security of your personal information

We will take reasonable steps to ensure that the personal information we hold is stored in a secure environment protected from misuse, interference and loss and any unauthorised access, modification or disclosure.

The GWS Committee Responsibilities and Duties

Embedded in the Rules of The Grainger Wind Symphony Incorporated Association 2 February 2014, Division 2 Composition and duties of committee members: Rule 45 General Duties explains the responsibilities of committee members relevant. Section (5) reads as follows

“Committee members and former committee members must not make improper use of-

(a) their position; or

(b) information acquired by virtue of holding their position-

so as to gain advantage for themselves or any other person or to cause detriment to the Association.”

How to access, correct and update your personal information

Upon your request, The Grainger Wind Symphony Inc. will provide access to your personal information that we hold (except in certain circumstances set out in the Privacy Act 1988 (Cth)). The Grainger Wind Symphony Inc. will require some proof of identify before providing information to you.

You may also request us to correct the personal information that The Grainger Wind Symphony Inc. holds about you. If you do so and we are satisfied that, having regard to a purpose for which the information is held, the information is inaccurate, out-of-date, incomplete, irrelevant or misleading, The Grainger Wind Symphony Inc. will take such steps as are reasonable in the circumstances to correct your personal information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading.

To request access to the personal information that The Grainger Wind Symphony Inc. holds about you, or to update or correct that personal information, please send a written request to The Administrator, Grainger Wind Symphony Inc.; email: adm.graingerwindsymphony@gmail.com

How to make a complaint

If you are concerned that the way The Grainger Wind Symphony Inc. collects, holds, uses or discloses your personal information may be in breach of the Australian Privacy Principles, please send written

details of your complaint to The Administrator, Grainger Wind Symphony Inc.; email: adm.graingerwindsymphony@gmail.com

How Grainger Wind Symphony Inc. will handle complaints

After receiving a complaint, we will consider whether we need any further information from you to properly consider and investigate the complaint, and may request such information from you. We will then:

- Conduct internal discussions with the relevant committee member or section managers involved in the collection, holding, use or disclosure of your personal information which is the subject of your complaint, and evaluate whether we believe that such collection, holding, use or disclosure of your personal information was in breach of the Australian Privacy Principles; and
- Notify you of the results of our investigation of your complaint.
- If the conclusion of our investigation is that our collection, holding, use or disclosure of your personal information was in breach of the Australian Privacy Principles, we will take steps to remedy the breach as soon as reasonably practicable.
- We will endeavour to notify you of the results of our investigation of your complaint within 30 days of receiving your complaint. However, if your complaint involves complex matters or requires extensive investigation and consultation, it may not be possible to respond within this time frame.

If you are not satisfied with our response to your complaint you are entitled under the Privacy Act 1988 (Cth) to make a complaint to the Office of the Australian Information Commissioner. Information about how to make a complaint is available from the Office of the Australian Information Commissioner's website (www.oaic.gov.au).

Additional information for users of our websites

If you visit <http://graingerwindsymphony.asn.au>, <https://www.facebook.com/Grainger-Wind-Symphony-100152376702105/> or any other websites of The Grainger Wind Symphony Inc. (the "Websites") to read, browse or download information, our system may record information such as the date and time of your visit to the Website, the pages accessed and any information downloaded. This information is used (i) for statistical and reporting purposes; (ii) for website administration, security and maintenance purposes; and (iii) to direct you to material on our Websites that we believe will be of interest to you.

Like many websites, our Website may use "cookies" from time to time. Cookies are small text files that we transfer to your computer's hard drive through your web browser to enable our systems to recognise your browser and your log-in status. Cookies may also be used to record non-personal information such as the date, time or duration of your visit, or the pages accessed, for website administration, statistical and maintenance purposes. Any such information will be aggregated and not linked to particular individuals. The default settings of browsers like Internet Explorer usually allow cookies, but users can easily erase cookies from their hard-drive, block all cookies, or receive a warning before a cookie is stored. Please note that some parts of the Website may not function fully for users that disallow cookies.

While we take great care to protect your personal information on our Website, unfortunately no data transmission over the Internet can be guaranteed to be 100% secure. Accordingly, we cannot ensure or warrant the security of any information that you send to us or receive from us online. This is particularly true for information you send to us via email. We have no way of protecting that information until it reaches us. Once we receive your transmission, we use our best efforts to ensure its security in our possession.

The Websites may contain links/ plug-ins to other sites. We are not responsible for content of, or the privacy practices or policies of those sites.

Privacy Queries

If you have any queries or concerns, further information can be obtained by contacting The Administrator, Grainger Wind Symphony Inc.: email: adm.graingerwindsymphony@gmail.com

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