

Queensland Performing Arts Trust Privacy Policy Plan

Acts administered by Queensland Performing Arts Trust

Queensland Performing Arts Trust Act;

Types of personal information held by Queensland Performing Arts Trust

The *Queensland Performing Arts Trust* collects, stores and uses:

- Employee personal information – this information is held for the purpose of ensuring correct human resource management functions can be carried out, including the payment of wages, contracts, recording of employee entitlements in relation to award provisions and performance management issues. This information is also held and made available where necessary, under certain compulsory legislative requirements including areas such as Workers Compensation, Workplace Health & Safety, Australian Taxation Office orders and Social Security requests. The information is also used within business units for rostering of staff and administrative purposes. Employee personal information is retained in the Human Resources Branch, the Finance Unit of the Trust and other relevant business units. Access to this information is limited to Human Resources staff, reporting managers, payroll staff and rostering officers.
- Client details are required for the hire of the theatres including contract fulfillment. This information is retained in the Venue Hire section and it is accessible by the Venue Hire and other authorised staff.
- Personal information about vendors is collected to allow normal business processes to take place eg. name, address for cheque payments and bank account details to allow for electronic payment of accounts. This information is retained in the Finance Unit and it is accessible by the accounts payable staff.
- Personal information on our patrons is also collected which includes name, address and phone numbers. This information is grouped in various formats such as Circle Membership, Corporate Partners, Qtix ticket buyers/subscribers, QPAC subscribers, retail and merchandising. In general terms, personal information provided by patrons, is held for the purpose of maintaining various datasets relative to their collection. Any personal information associated with these datasets is accessible only to QPAC staff and in any case, only with the prior approval of the patron. These datasets can be used for mailing lists and market surveys and are only accessible by staff authorized to use the information. All requests made by QPAC to patrons for personal information will clearly state the reason for the request and its intended lawful use.

Procedure to Gain Access to Personal Information

To access your personal information held by the Queensland Performing Arts Trust please submit a written request to:

The Privacy Officer
Queensland Performing Arts Trust
PO Box 3567
SOUTH BRISBANE QLD 4101
Email: privacy@qpac.com.au

All requests will be processed and responded to, although under some circumstances permitted by law, we may not provide such information to you.

If changes to your personal information are required please contact the relevant department that holds your personal details. It is important to us that the personal information we hold about you is accurate, complete and up to date.

Please contact us if you have any further queries about the personal information that we hold about you or the way we handle that personal information. Our contact details for privacy queries are set out above.

Review Procedure

If you believe that personal information held about you by the Queensland Performing Arts Trust has not been dealt with in accordance with an Information Privacy Principle (IPP) you are entitled to make a complaint to us seeking an internal review. A request for an internal review must be made in writing and must be made within six months from the date when the breach was suspected to have occurred.

Requests should be forwarded to:

The Privacy Officer
Queensland Performing Arts Trust
PO Box 3567
SOUTH BRISBANE QLD 4101
Email: privacy@qpac.com.au

Requests for review will be acknowledged in writing within 14 days from the date on which the application was received, and we will process the request within 60 days from the date on which the application was received. Applicants will be advised in writing of the agency's decision.

If you do not agree with the decision regarding your complaint you may request an internal review. The Chief Executive will arrange for an internal review to be carried out and this will be done within 45 days. The Chief Executive will provide a response in writing to you with the outcome of the review.