



West Australian Opera Privacy Policy

West Australian Opera respects your privacy and your right to keep your personal information private. We use the information we collect about you to process donations, to send you information and to provide a more personalized service.

If you have comments or questions regarding this privacy statement, please contact us on (08) 9278 8999 or administration@waopera.asn.au

What we collect and how we use it:

When you become a donor – We require your full name and contact details including address, day and evening telephone numbers and email address. If you are paying your donation by credit card, we require your credit card name, number and expiry date.

When you sign up for a mailing list – For our e-newsletter we require only your name, post code and email address but you can provide further information, if you wish to receive further information by post about our seasons and special events. You can unsubscribe from our e-newsletter or be taken off our general mailing database at any time by contacting West Australian Opera and requesting your details be removed.

When you book an education program – We need your name and position, and school and details relating to the group/s and times of year for which you wish to book. We use this information to process your booking and contact you to check, alter or confirm details of your participation in the education program you have chosen.

When purchasing a ticket to West Australian Opera – West Australian Opera's tickets are sold through BOCS ticketing agency. Please see BOCS' privacy policy at: <http://www.bocsticketing.com.au/legal/legal.aspx#privacy>

Disclosure of personal information

We understand how important it is to keep your information private, and so we only disclose your personal information to third parties in certain limited circumstances. We do not provide your information to third parties for them to use to market their own products and services to you.

Organisations to which we may disclose information include:

- Service providers that assist with certain functions, performances, events and activities, in which case we impose appropriate privacy obligations on the service provider (eg we may use mailing houses to send information and materials to you)



- Government and regulatory authorities and other organisations, as required or authorised by law
- A service provider for the purpose of sending you information from our sponsors or other arts companies

How your information is protected

West Australian Opera takes all reasonable steps to ensure the security of personal data we hold from risks such as loss or unauthorised access, destruction, use, modification or disclosure of data.

The online donation payment service uses a 128-bit Secure Sockets Layer (SSL) protocol that was developed to protect confidential information such as credit card numbers and other financial data from interception and hacking.

Using this payment service requires a browser that supports SSL security. Your details will be sent to and processed by National Bank Australia, and all the data will be discarded when payment process is completed or the browser was closed.

Data quality

We strive to keep all information up to date by making regular updates. If you think information that we hold about you may be incorrect, please contact us so we can amend it.

Links to other websites

You may be able to link to other sites from our website. West Australian Opera is not responsible for the privacy practices or content of other sites linked to this site.