



Adelaide Fringe Privacy Policy

Privacy of Presenters & the Public

First endorsed: December 2007 | Last Revision: November 2023 | This revision: 5 December 2024

STATEMENT OF COMMITMENT

Adelaide Fringe Incorporated (ABN 71 660 859 461) ("**Adelaide Fringe**", "**we**", "**us**", "**our**") respects and is committed to protecting the privacy of its artists, employees, prospective employees, venues and the public ("**you**"). In this Privacy Policy, "**Services**" include all events, performances, ticketing, registration, workshops, promotions, surveys, online accounts, digital applications, customer support, marketing activities and any other activities provided by the Adelaide Fringe through its website, mobile application (the "**App**"), physical events, or by any other means. To provide effective Services to you, Adelaide Fringe may collect, hold, use and disclose certain Personal Information. Adelaide Fringe has a commitment to the security of your Personal Information and recognises that any Personal Information we collect about or from you will only be used for the purposes for which we have collected it or as allowed under the law.

Adelaide Fringe will handle your Personal Information in accordance with the *Privacy Act 1988* (Cth) (the "**Act**") and the Australian Privacy Principles ("**APPs**") contained in the Act, available on the website of the Office of the Australian Information Commissioner: <https://www.oaic.gov.au/privacy/privacy-legislation/the-privacy-act> (together, "**Australian Privacy Laws**").

The purpose of this Privacy Policy is to assist you to understand the way Adelaide Fringe manages your Personal Information.

1. Personal information and Sensitive Information

When we refer to "**Personal Information**" we mean information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether or not that information is true or recorded in material form. It does not include information where the identity has been removed (i.e. anonymous information). When we refer to "**Sensitive Information**" we mean sensitive information as that term is defined in the Act, which includes Personal Information about your race or ethnic origin, health or religious beliefs.

We will not collect Sensitive Information about you unless we have your consent, and the information is reasonably necessary for one of our functions or activities (unless we are otherwise required or authorised by law to collect that information). For example, we may collect sensitive information about your race or ethnic origin if you provide us this information in response to a survey. We may also collect health information which may be inferred from any accessibility requests you make.

2. Collection, use and disclosure of personal information

Personal Information we may collect

2.1 We may collect, hold, use and disclose different kinds of Personal Information about you, which includes Personal Information in the following categories:

- (a) **Identity Information** includes your first name, last name, username, company name and/or ABN (for Adelaide Fringe registered artists), date of birth, gender, job title, or similar identifier, health or genetic information that may be inferred from access requirements provided by you
- (b) **Contact Information** includes your billing address, postal address (primary and secondary), email address and telephone numbers (work, home and mobile).
- (c) **Financial Information** includes your bank account details (for Adelaide Fringe registered artists presenting a ticketed event), transaction and payment card details, donation details, voucher details and third-party online payment service details relating to any purchases you make with us.
- (d) **Statistical information** in the form of surveys includes pronouns, household income, gender identity, living situation (e.g. homeowner, renter etc) household composition, country of origin, Trader Association, racial or ethnic origin.
- (e) **Customer Service Information** includes your specific interests in our program or activities, your wish list, purchase history (including ticket, membership and merchandise purchases), accessibility requirements, your attendance at events or venues involved with the Adelaide Fringe, or any reviews, feedback you provide, complaints, refunds or returns.
- (f) **Interaction Information** includes the content of communications you have with us including by email, chat functions, text message, phone calls, on social media or via systems including but not limited to AVR, WhatsApp, Be Collective, Slack, Survey Monkey, Paperform, 3CX.

- (g) **Technical Information** includes details associated with internet protocol (IP) address, Wi-Fi data, login information, browser type and version, time zone and location, browser plug-ins, and connection specifics (e.g., mobile operator, internet service provider, language, and mobile phone number). Additionally, it may also include device operating systems, advertisements served, and other technology used to access our website or App, performance-related data including error logs, crash reports, diagnostic information, and tracking data from cookies, pixels, and similar technologies. Precise location data (e.g., GPS or IP-based) and technical data collected through integrations with third-party services, Application Programming Interface (APIs), or social media platforms, when you interact with them, are also included
- (h) **Profile Information** includes your username and password, purchases or orders made by you, purchase history, account settings, interests, preferences, comments, reviews, ratings and user-generated content.
- (i) **Usage Information** includes information about how you use our website, App, products or services.
- (j) **Marketing and Communications Information** includes your preferences in receiving marketing from us or our third parties, or your communication preferences.
- (k) **Survey and Promotional Information** includes responses and user-generated content from customers or artists in connection with participation in surveys, competitions, or promotions.
- (l) **App-Specific Permissions and Data Collection** When using our app, we may collect information including:
- **Location Services:** Users can enable location tracking for app features that provide location-specific content, such as events or updates based on your location. Users can manage location settings in their device settings.
 - **Account information:** Account Information may include name, email, and preferences necessary to provide app functionality and support.
- (m) **Audio and Visual information** contained in CCTV video footage of you when you enter any of our premises.

How and when your Personal Information is collected

- 2.2 The main way we collect personal information about you is when you give it to us. **Adelaide Fringe may collect personal information from and about you in the following ways:**

- (a) When you create an Adelaide Fringe account and/or purchase tickets, vouchers, Fringe Membership and merchandise.
- (b) When you request information from us, either via email, in person or when you call an Adelaide Fringe phone number.
- (c) When you register as an artist or participant in a Fringe show.
- (d) When you register as a venue.
- (e) When you register an event.
- (f) When you apply for a job or to volunteer with us.
- (g) When you donate through Arts Unlimited, the Foundation of Adelaide Fringe.
- (h) When you subscribe to our email communications.
- (i) When you visit our website or App (using cookies).
- (j) When you purchase advertising through us.
- (k) When you enter an Adelaide Fringe competition or promotion.
- (l) When you complete an Adelaide Fringe survey.
- (m) When you RSVP to an invitation or event hosted by Adelaide Fringe.
- (n) When you attend an event hosted by Adelaide Fringe.
- (o) When you register as an accredited member of the media for reviewing and interview purposes.
- (p) When you are an accredited Honey Pot Delegate.
- (q) When you are an official Fringe Event Judge.
- (r) When you are an Adelaide Fringe partner or work for an organisation that is an Adelaide Fringe Partner.
- (s) When you apply for an Adelaide Fringe grant.
- (t) When you are an official Fringe Grant assessor.

- (u) When you host an Information Workshop or are a guest on a Professional Development panel.
 - (v) When you supply your bank details (BSB, ACC NUMBER, ACC NAME, Email, Full Name) for a manual refund.
- 2.3 We use social media sites including, but not limited to, Facebook, Instagram, X (formerly Twitter), Flickr, YouTube, Pinterest, Yelp, Foursquare, LinkedIn, Snapchat, TikTok to communicate with the public about our functions and activities. When you communicate with us using these services, we may collect your Personal Information and share it, but only to help us to communicate with you and the public. These social media sites will also handle your Personal Information for their own purposes. These sites have their own privacy policies, which can be accessed at their respective websites.
- 2.4 Adelaide Fringe performers or those who are responsible for the production of an Adelaide Fringe performance may film, video, record, photograph, broadcast or telecast the performance which may include images or recordings of you.
- 2.5 We may collect Personal Information in content created by you that you share with us or otherwise publish. This may include, but is not limited to, publicly accessible information on social media sites, blog forums and websites. If we are permitted to, Adelaide Fringe may share this content and will endeavour to credit content creators wherever possible.
- 2.6 When you use our website, App or mobile applications, we may collect information about your location or activity including IP address and whether you have accessed third party sites, the date and time of visits, the pages that are viewed, information about the device used and other user location information.

Information collected from our partners and third parties

- 2.7 We may also collect Personal Information about you from our partners and from other third-parties, including:
- (a) our sponsors;
 - (b) our media partners;
 - (c) Adelaide Fringe registered artists;
 - (d) advertisers;
 - (e) advertising networks and platforms;
 - (f) your authorised representative;

- (g) government or non-government agencies;
- (h) our IT services providers including parties who help us administer our websites and applications;
- (i) other sources, including marketing lists, credit lists and other publicly available information

Failure to provide Personal Information

2.8 If you fail to provide us with your Personal Information when requested or we otherwise are not able to collect relevant Personal Information as described in this Privacy Policy, then:

- (a) We may not be able to provide all or part of our products or Services to you.
- (b) We may not be able to provide you with information about the Services that you want.
- (c) We may not be able to notify you of important information about event cancellations and changes for shows to which you have purchased tickets.
- (d) We may not be able to engage you as our employee, contractor or volunteer.
- (e) We may not be able to respond to your request or complaint.
- (f) We may not be able to verify your identity.
- (g) We may not be able to personalise your experience.

In some cases, we may have to cancel the provision of our products or Services or a contract you have with us, but we will inform you if this is the case at the time.

When we will use or disclose your Personal Information

2.9 Adelaide Fringe will only use or disclose your Personal Information where we have a legal basis for doing so, including where reasonably necessary for our functions and activities, or by your consent.

2.10 Most commonly, we will use your Personal Information in the following circumstances:

- (a) Where we need to perform the contract we are about to enter into or have entered into with you.

- (b) Where it is reasonably necessary for the legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- (c) Where we need to comply with a legal or regulatory obligation.

Purposes for which we will use your Personal Information

2.11 Adelaide Fringe may collect, use, process, hold and disclose Personal Information from you for any of the following purposes:

- (a) To contact you regarding your booking and advise you of cancellations, venue and time changes, or to inform you of updated information relating to the events or venues you have purchased tickets for.
- (b) To provide your details to the venue or event, for the sake of front of house procedures.
- (c) To post out your tickets, vouchers, memberships and/or merchandise.
- (d) To contact you to provide your tickets, vouchers and/or memberships.
- (e) For personal identification when you collect your pre-purchased tickets.
- (f) To complete financial transactions and where applicable, process your credit card payment and/or refund transactions for tickets, vouchers, memberships and/or merchandise.
- (g) To post your name and donation amount on our website or App when you donate to Arts Unlimited.
- (h) To contact you if you donate to Arts Unlimited.
- (i) To compile data on the preferences of attendees of Adelaide Fringe events in order to improve future services and programming.
- (j) To pass on to the artist/event organiser if you have authorised us to do so during the booking and account registration process. During this process, you will be asked if you would like to receive information from the artist/venue/event organiser for the events you have purchased. If you give your consent, we may forward this information (name, postcode and email only) to the artist/event organiser if they request it. Adelaide Fringe is not responsible for the management or use of this information. If you no longer wish to receive this information from them, you will need to contact the artist/event organiser to unsubscribe.

- (k) To pass on to an Adelaide Fringe promotional partner/s if you have authorised us to do so during a competition or promotion entry process. During this process, you will be asked if you would like to receive information from the promotional partner/s. If you give your consent, we may forward this information (name, postcode and email only) to the promotional partner/s if they request it. Adelaide Fringe is not responsible for the management or use of this information. If you no longer wish to receive this information from them, you will need to contact the promotional partner/s to unsubscribe.
- (l) To contact you about information relevant to your show or venue registration and applicable information regarding the Adelaide Fringe season for which you have registered. This may include but is not limited to a change in pricing, event times and duration, partnership deals for Adelaide Fringe participants, information on regional touring, information on our Awards program, AVR relevant information, your guide listing if you are a performer and advertising.

2.12 Adelaide Fringe may also use your Personal Information in the following ways:

- (a) To provide you with further information which may be of interest (including updates and offers) if you have voluntarily subscribed to the Adelaide Fringe e-news.
- (b) To send you eDM offers if you are an Adelaide Fringe Member.
- (c) To respond to you regarding employment enquiries.
- (d) To contact you in response to your specific Adelaide Fringe enquiries.
- (e) To contact you regarding the status of your MyFringe or Membership account, including to notify prize winners.
- (f) If disclosure of your Personal Information is required by law.
- (g) For targeted marketing, both direct and indirect, via electronic mail and social media.
- (h) For any other reasonable business purpose which will enable Adelaide Fringe to better service your needs or protect the Adelaide Fringe and associated individuals from harm.

2.13 Adelaide Fringe may share your Personal Information to the following:

- (a) Our related bodies corporate, contractors or service providers for the purposes of operation of our website, App or our business, fulfilling requests by you, and to otherwise provide products and services to you including, without limitation, ticketing providers, web hosting providers, IT systems administrators, mailing houses,

couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as (but not limited to) accountants, solicitors, business advisors and consultants.

- (b) To suppliers and other third parties with whom we have commercial relationships for business, marketing, and related purposes.
 - (c) Another organisation for any authorised purpose with your express consent.
 - (d) Artists, venues or events taking part in Adelaide Fringe, whom you have expressly opted to receive communication from, during the FringeTIX transaction process.
- 2.14 If you no longer wish to receive communication from Adelaide Fringe registered artists, venues, events or from Adelaide Fringe partners and suppliers once you have opted to receive communications through www.adelaidefringe.com.au, you will need to contact the relevant party to unsubscribe.

Overseas Disclosures

- 2.15 We may store or hold your Personal Information in locations outside of Australia or transfer or disclose your Personal Information to recipients outside of Australia, such as (but not limited to) our third-party service providers, including to The United Kingdom.
- 2.16 We take reasonable steps to ensure that the overseas recipients of your personal information do not breach any privacy obligations under any Australian Privacy Law relating to your personal information.

3 Direct marketing

- 3.1 From time to time, we may use your Personal Information to provide you with current information about offers you may find of interest, changes to our organisation, or new products or services being offered by us or any company with whom we are associated.
- 3.2 These communications may be sent in various forms, including by telephone, post, fax, email, SMS or any other form of electronic communication in accordance with the Australian Privacy Law and the Spam Act 2003 (Cth).
- 3.3 If you do not wish to receive marketing information, you may at any time decline to receive such information by telephoning us on 08 8100 2000 or by writing to us at privacy@adelaidefringe.com.au. If the direct marketing is by email you may also use the unsubscribe function. We will take all reasonable steps to meet your request at the earliest possible opportunity.

4. Social Media and Search Engine Conversion Tracking and Custom Audiences

- 4.1 Our website and App utilise the Conversion Tracking services of Meta Platforms Inc. (<https://about.meta.com/>).
- 4.2 This tool allows us to follow the actions of users after they are redirected to our Website by clicking on a Meta advertisement (on Facebook or Instagram). We are thus able to record the efficacy of Meta advertisements for statistical and market research purposes. The collected data remains anonymous. This means that we cannot see the personal data of any individual user. However, the collected data is saved and processed by Facebook. Meta is able to connect the data with your Facebook/Instagram account and use the data for their own advertising purposes, in accordance with Meta's Data Use Policy found under <https://about.meta.com/actions/protecting-privacy-and-security/>. Facebook Conversion Tracking also allows Facebook and its partners to show you advertisements on and outside Facebook. Users can choose to opt-out of this. In addition, a cookie will be saved onto your computer/device for these purposes if a user does not opt-out.
- 4.3 Registered Adelaide Fringe artists and venues are able to submit Conversion Tracking Pixels from Meta and Google to be embedded on their relevant ticketing pages on our website and App to more accurately target their advertising to website and App visitors who are showing interest in their events. The information shared with Meta and Google are anonymised and not accessible by the events. It is possible to opt out of this service in your FringeTIX account settings at any time.
- 4.4 Our website and App also utilise the Custom Audience Tool from Meta Platforms Inc. We use Facebook Custom Audiences to deliver advertisements to past ticket buyers and website and App visitors on Facebook/Instagram, based on email addresses that we have collected. You may learn more about Facebook Custom Audiences [here](#).
- 4.5 We may display interest-based ads to you when you are using Facebook/Instagram through this tool, allowing us to personalise our ads based on your online experience with us. We do not share any of your personal information, including your purchase history, with Meta. The tool lets us convert your email address to a unique number that Meta uses to match to unique numbers Meta generates from email addresses of its users. To learn more about how Meta stores data, visit <https://www.facebook.com/business/help/112061095610075>.
- 4.6 Please click [here](https://www.facebook.com/ads/website_custom_audiences/) if you would like to revoke your permission:

5. Anonymity

- 5.1 Where practicable, we will allow you to interact with us anonymously or using a pseudonym.

- 5.2 When creating an account on www.adelaidefringe.com.au, or when you make a purchase over the phone or at a FringeTIX Box Office, we will ask you to provide your name and a method of contact, which can be an email address or phone number. We require this information from you to provide you with the best possible customer service experience so that we can notify you of any event or venue changes relating to your transaction. We also need valid credit or debit card details if you want to buy tickets. This is so that we can process your transaction.
- 5.3 Should you not wish to provide Adelaide Fringe with any contact details when purchasing tickets, you have the option of making an anonymous payment at the venue Box Office. If you choose to make an anonymous payment at the venue Box Office, Adelaide Fringe will not be able to contact you including to send an Order Confirmation electronically, notify you of any event or venue changes, or notify you of cancellations, and will not take any responsibility for failure to contact you.

6. Storage of information

- 6.1 The Personal Information that we collect from you may be stored on our secure servers and, in respect of Financial Information, on those of our third-party provider of payment processing services purely for the purposes of processing payment.
- 6.2 The Personal Information we collect from you may be processed by staff who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the hosting of our website and applications and/or provision of support services. By submitting your Personal Information, you agree to this storing and/or processing. We will take all steps reasonably necessary to ensure that your Personal Information is treated securely and in accordance with this privacy policy and Australian Privacy Laws.
- 6.3 Adelaide Fringe does not store your credit card information for future transactions without your permission. Instead, a token containing your payment details remains (in an encrypted format) within our payment processing provider's secure network, in compliance with data protection legislation and any other applicable laws, regulations or standards, until it expires (cancellation or expiration of card) as dictated by the payment processing provider.
- 6.4 If at point of transaction, you select and authorise for your card to be stored to speed up any future transaction, our secure payment provider will store this information against your account. No transaction can occur without your authorisation and the entering of your card's unique CVV. Adelaide Fringe suggests that you create strong passwords for your Adelaide Fringe account so that only you have access to make purchases using your stored card on our website or App.

7. Cookies (Client-Side Tracking)/ collecting information from websites

What is a cookie?

- 7.1 Cookies are small data files transferred onto computers or devices by websites for record-keeping purposes and to enhance functionality on the website.
- 7.2 Cookies help a website to remember information about your visit. This can make your next visit easier and the site more useful to you. Without cookies, the Adelaide Fringe website would treat you like a new visit every time.

How does Adelaide Fringe use cookies?

- 7.3 When you visit the Adelaide Fringe website or App, we may collect Personal Information automatically through cookies including:
 - (a) your IP address and or domain name.
 - (b) your operating system (type of browser and platform).
 - (c) the country you are accessing the website from.
 - (d) search terms and pages visited.
 - (e) referring domain and link out if applicable.
 - (f) the date, time and length of your visit to the website.
- 7.4 We use these cookies to serve you with advertisements that may be relevant to you and your interests, to ensure we do not display advertisements to you repeatedly, and to help us regulate the advertisements you receive and measure their effectiveness. We also use these cookies to remember your preferences as you navigate the Adelaide Fringe website, for example by remembering the items in your shopping cart.
- 7.5 Adelaide Fringe may also collect information about how you use its websites to help us personalise our products and services to you. We use Google Analytics to inform us of how visitors use our site based on your browsing habits, so that we can improve our site to make it easier for you to find the information you are seeking. These features use first-party and third party cookies to inform and optimise content based on your past visits to our site. Google Analytics does not identify individual users. Google Analytics is subject to its own privacy policy.

For more information about how Google uses your data please visit www.google.com/policies/privacy/partners.

- 7.6 The Adelaide Fringe website may contain links to other external websites. Adelaide Fringe is not responsible for the privacy practices or the content of websites that it may link to and, cookies or other tracking devices that are used on linked websites.

How to manage your cookies

- 7.7 Cookies are sent to your browser (such as Internet Explorer, Google Chrome, Safari) by a website and then stored in the cookies directory of your device.
- 7.8 To find out how to allow, block, delete and manage the cookies on all standard web browsers, go to www.aboutcookies.org and select the browser and version you are using. You'll also find information about how to delete cookies from your computer. For the majority of browsers this can be done through your preferences control panel.
- 7.9 If you use a mobile phone or handheld device to browse the Adelaide Fringe website or third-party sites that use cookies, please refer to your phone or device manuals for guidance.
- 7.10 If you disable or refuse cookies, some parts of the Adelaide Fringe website may become inaccessible or not function properly.
- 7.11 Server-Side Tracking is a system like cookies, where website events such as users, page views and clicks are tracked on the server. Server-side tracking can enhance security and privacy by reducing the amount of sensitive information processed on the client-side. This is particularly relevant for scenarios where user data should be handled with strict confidentiality. In server-side tracking, the data generated by user interactions, such as page views, clicks, or form submissions, is processed on the server hosting the website or application. Unlike client-side tracking, where data processing occurs on the user's device, server-side tracking shifts the processing load to the server infrastructure. This is used in conjunction with cookies, or client-side data to create reliable and balanced reporting.
- 7.12 Since data processing occurs on the server, server-side tracking is less dependent on the capabilities and resources of the user's device. This can be advantageous for improving performance and ensuring consistent tracking across different devices.

8. Online advertising

- 8.1 Adelaide Fringe also engages in online advertising to keep you up to date with our activities and products, and we target advertisements to you while you are visiting third-party websites and applications. We do this using a variety of digital marketing networks and ad exchanges, and we use a range of advertising technologies including web beacons, pixels, ad tags, cookies, and mobile identifiers, as well as specific services offered by some sites and social networks, such as Facebook's Custom Audience service.

- 8.2 The advertisements you see while browsing third-party websites will be based on information we hold about you, including your previous transactions or interactions with Adelaide Fringe, or interactions with previous advertisements. We do not otherwise track any information about your use of other websites.
- 8.3 We use the “visitor action pixels” from Facebook Inc, which act in a similar way to cookies by allowing user behaviour to be tracked after they have been redirected to the Adelaide Fringe website by clicking on a Facebook ad. This enables us to measure the effectiveness of Facebook ads for statistical and market research purposes.
- 8.4 The information collected in this way is anonymous to us, i.e. we do not see the personal information of individual users. However, this information is stored and processed by Facebook, and Facebook may link this information to your Facebook account and also use it for its own promotional purposes, in accordance with Facebook’s Data Usage Policy <https://www.facebook.com/about/privacy/>.
- 8.5 A cookie may also be stored on your computer for these purposes. You can opt-out of Facebook’s use of cookies and Facebook Pixel Re-Marketing through settings on your Facebook Account at <https://www.facebook.com/settings?tab=ads>.
- 8.6 Adelaide Fringe may also use Facebook Custom Audiences to deliver advertisements to Website Visitors on Facebook based on email addresses that we have collected, including, but not limited to, MyFringe accounts and e-newsletters. We may also use information associated with visitor social media accounts, such as demographic and other information to improve our marketing efforts and deliver custom advertising.

9. Access to, removal and correction of your personal information

- 9.1 Under the Australian Privacy Laws you have the right to ask for access to Personal Information that we hold about you or ask that we correct your Personal Information. You may also authorise another person to request to access or correct your information on your behalf, if for whatever reason, you are unable to do so yourself. This authority must be given in writing and a copy must be provided to us. The authority must name the person whom you authorise to access information.
- 9.2 You can ask for access, removal or correction by contacting us and we will aim to respond to you within a reasonable period, usually within 30 days after receiving your request. Occasionally, it may take us longer to respond if the request is particularly complex, or you have made several requests. If we are not able to help you with your request, or cannot respond within 30 days, we will let you know and provide you with a written explanation as to why. We will take reasonable steps to correct your Personal Information if we consider it is incorrect, unless there is a law that allows or requires us not to. We can also remove you entirely from our databases and ticketing system. You have the right to be forgotten across our network.

9.3 You will not have to pay a fee to access your Personal Information (or to exercise any of the other rights). However, we may charge a reasonable fee where applicable law allows us to do so. Alternatively, we could refuse to comply with your request in these circumstances, where applicable law allows us to do so.

9.4 You can adjust your data collection preferences within the App settings, including notifications and permissions for location services.

9.5 You can contact us at any time to access, correct, or remove your Personal Information:

Privacy Officer: Ella Huisman
Phone: 08 8100 2000
Email: privacy@adelaidefringe.com.au
Post: 136 Frome Street, Adelaide 5000

9.6 You can also update your information by logging into your account at www.adelaidefringe.com.au or in our Event Registration platform AVR avr.adelaidefringe.com.au if you are an artist or venue. Here you can also update your contact preferences and opt in and out of correspondence from us.

10. Security

We seek to protect your Information from unauthorised access, use and disclosure using appropriate physical, technical, organisational and administrative security measures. However we do not guarantee that our Website or App or any third party website linked to our Website or App is free from viruses or other material that could affect your device.

11. Mandatory data breach and privacy complaints process

11.1 Adelaide Fringe is aware of and shall comply with the mandatory data breach reporting obligations under the Australian Privacy Law.

11.2 If you wish to complain about how Adelaide Fringe has handled your personal information, you may do so by contacting our Privacy Officer, Ella Huisman at privacy@adelaidefringe.com.au or by calling 08 8100 2000.

11.3 If you are not satisfied with how we have handled your complaint you can also contact the Office of the Australian Information Commissioner (OAIC) at <http://www.oaic.gov.au/>.

12. Contact details

For further information about your personal information held by Adelaide Fringe, privacy issues and this privacy statement, please contact Adelaide Fringe on:

Phone: 08 8100 2000

Email: privacy@adelaidefringe.com.au

Post: 136 Frome Street, Adelaide 5000

13. Amendment of privacy statement

Adelaide Fringe reserves the right to update or amend this Privacy Policy from time to time and will notify you of such updates or amendments by posting updated versions of the Privacy Policy on our website. Please check our website periodically for any changes. If we make a change to this Privacy Policy that is material, we will notify you by either sending an email to the email address you most recently provided to us or by prominently posting a notice on our website.