



# Buxton Contemporary

## Privacy Notice

### Why we collect your personal information

At Buxton Contemporary, we understand that your privacy is important.

This document says how we protect your privacy and manage your personal information. It applies to all people who deal with us, other than our employees.

We may change or update our Privacy Policy and Privacy Statement from time to time. If we do, we will post the changed or updated version on our website. Updates or changes apply from the time they are posted.

Buxton Contemporary may collect and process your personal information to:

- communicate with visitors and potential visitors including event registration, education and public programs
- fundraising and memberships
- collections, research and exhibitions
- merchandise

Personal information relating to some of these functions may be collected in electronic form, for example when subscribing to e-news or registering for an event.

### What kind of personal information do we collect and hold?

**If you use our websites or social media, the personal information we hold about you may include:**

- any details you provide to us through your use of our website or social media
  - for example, if you register to be on our mailing list
  - or if you register to attend an event
- any details you provide to us as part of a payment or donation process.

**If you connect with us through our tertiary or schools programs, the personal information we hold about you may include:**

- your name, address, contact details
- events you have participated in
- publications and services you have received from us
- your billing details

### Do we collect sensitive information?

We understand that protecting the privacy of your sensitive information is important.

To provide our services we may need to collect and hold your sensitive information.

This can include:

- health and medical information
- information relating to any disability, accessibility or companion card program requirements.

We will only collect the amount of sensitive information that we need for the circumstances.

### **How do we collect your personal information**

We may collect personal information from you in a range of ways including:

- when you visit us or attend our venues or Events
- when you buy tickets from us or our authorised ticketing agents, for example, Humanitix
- when you apply to become a member of Buxton Contemporary
- when you contact us in person, by phone, via mail, email or online (or when we contact you through any means)
- when you donate to us or take part in any of our fundraising activities
- when you subscribe to our newsletters and mailing lists
- through our direct marketing activities.

Where possible, we will collect your personal information directly from you. There may be circumstances in which we need to collect your information from other people or organisations.

### **If you do not provide us with your personal information**

If you do not give us the personal information we ask for, we may not be able to provide you with the services you want.

For example, if you don't give us your contact details when you subscribe to an Event, we can't tell you about changes or cancellations to the Event.

### **How do we use your personal information?**

The purposes we use your information for depends on how you deal with Buxton Contemporary.

### **If you use our websites or social media we may use your information to:**

- provide you with information about our Events, programs and services
- answer your inquiries
- process donations and payments
- provide you with the goods and services you have asked us for
- respond and/or resolve feedback provided by you
- conduct surveys, market research and analysis.
- encourage further involvement with us, to seek and process donations, and for direct marketing

We may use your personal information for the purposes we collect it for.

We may also use it for related purposes where you would reasonably expect us to. For example, we may collect your personal information through fundraising. Then we may use that information to contact you about future fundraising.

If we film or photograph you at an Event or program we may use your image on future marketing or publicity materials.

We will follow the rules in our Conditions of Entry or other consent we have obtained from you (or your parent or guardian if you are under 18 years of age).

**If you connect with us through our membership, partnership, fundraising, schools and tertiary programs we may use your information to:**

- process your membership application and manage your membership
- process donations and payments
- manage our relationship with you
- answer your inquiries
- conduct quality assurance activities
- carry out internal functions including administration, training, accounting, audit and information technology
- respond and/or resolve feedback provided by you
- follow laws and regulations including reporting to applicable government agencies
- send you information about our organisation, services and supports
- send you information about our Events, programs, fundraising appeals and donor activities
- conduct surveys, market research and analysis
- invite you to take part in research projects and activities
- encourage further involvement with us, to seek and process donations, and for direct marketing.

## **How do we process your personal information?**

The “processing” of personal information refers to all activities relating to the management of your personal information, from its collection and use, through to its storage and disposal, and everything in between.

Buxton Contemporary respects the privacy of individuals and will comply with the following legislation:

- Privacy and Data Protection Act 2014
- Public Records Act 1973
- Health Records Act 2001
- Freedom of Information Act 1982

In the collection, use, storage, provision of access to, amendment of and disposal of personal information.

We will process your personal information as necessary for our legitimate interests, in accordance with applicable privacy laws, and only under the following circumstances:

- for the purpose for which it was collected; or
- a related purpose which you might reasonably expect; or
- where you have consented to the processing; or
- if we are required or permitted to do so by law.

We may share your personal information with:

- Campaign Monitor to manage our subscriber and stakeholder database and to distribute e-news and other correspondence
- Humanitix to register for events and online ticketing
- Adobe Commerce for secure processing of online financial details and managing the University's online shop
- Google analytics for measuring and monitoring website performance.

In some instances, your personal information may be transferred outside of Victoria or Australia (for example, where providers are located internationally or use a cloud-based system with servers based in international jurisdictions). We take all reasonable steps to ensure that the interstate or overseas transfer of personal information is in accordance with our privacy obligations as outlined in the University's [General Privacy Statement](#).

We will hold the personal information you provided us for **10 years after last action complete**. After this period, it will be securely destroyed in compliance with the [University's retention and disposal authority](#).

## Your Privacy online

### Online data collection and use

We may collect anonymous technical information about user activities on our website. This includes information like the type of browser used and the pages visited. We use the information to make decisions about our websites and online services. This information remains anonymous and is not linked to personal identification details.

### Cookies

A cookie is a small text file placed on your computer by a web server when you access a website. Cookies identify the computer, not the identity of the individual user.

### We may use cookies for various reasons, including to:

- recognise a computer that has visited our websites before
- customise your experience

You can choose to accept use of a cookie. You need to configure your preferences and options in your web browser. For example, you can set your browser to notify you when you receive a cookie or to reject cookies. If you decide not to accept cookies, then you may not be able to access all the content of our websites.

### How we handle email and 'Contact Us' messages

We may keep the content of any email, or 'Contact Us' or other electronic message or form that we receive.

Our service providers or staff look at the message for:

- trouble shooting
- compliance
- auditing
- maintenance
- stopping email abuse.

We always follow the rules in this Privacy Statement.

## Further privacy information

Refer to the University's [General Privacy Statement](#) or [other privacy statements](#) for general information about how we process and protect personal information, including:

- our lawful basis for processing personal information;
- collection, use and disclosure of personal information;
- accuracy, security and storage of personal information;
- retention and disposal of personal information;
- your individual rights; and
- applicable privacy laws.

Refer to the University's [Online Privacy Statement](#) for information about how personal information may be automatically collected from you, such as through the use of cookies, as a result of your visit to websites controlled by the University.

## Your rights

You may request access to, or correction of, your personal information we hold, or exercise your individual rights as applicable under relevant privacy laws, unless this would have an unreasonable impact on the privacy of others or would contravene the University's other legislative obligations.

If the lawful collection of your personal information is based on your consent, you have the right to withdraw your consent at any time. However, this will not affect the lawfulness of our processing of your information prior to you withdrawing your consent.

## Contact

For further information you can contact us at [buxton-contemporary@unimelb.edu.au](mailto:buxton-contemporary@unimelb.edu.au)

For further information about how the University manages personal information, and for details of how to make an enquiry, lodge a complaint, or to contact the University's Privacy and Data Protection Officer, please refer to our [Privacy webpage](#), view the [University's Privacy Policy](#) or contact [privacy-officer@unimelb.edu.au](mailto:privacy-officer@unimelb.edu.au).

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