



Privacy Policy

General

UPLIT Association Incorporated and its related entities (referred to in this document as **we, us, or our**) recognise that your privacy is important. We are committed to protecting the personal information we collect from you. We maintain a practice of open and transparent management of personal information that we collect from you. The *Privacy Act 1988* (Cth) (**Privacy Act**), Australian Privacy Principles and registered codes govern the way we must manage your personal information. This policy sets out how we collect, use, disclose and otherwise manage your personal information.

Collection

Types of information collected

We may collect and hold personal information about you, that is, information that can identify you, and is relevant to providing you with the services you are seeking. The kinds of information we typically collect include your name, gender, contact details, bank account details, place and type of business, any other information relevant to providing you with the services you are seeking, or someone else you know, is seeking. Where it is lawful and practical to do so, we allow you to deal with us anonymously or pseudonymously.

Method of collection

Personal information is generally collected directly from you through the use of any of our standard forms, over the internet, via email, or through a telephone conversation with you. We may also collect personal information about you from third parties, including our ticketing partners, event organisers, promoters, publishers, venues, sponsors and our business partners to whom you have provided your personal information, or indirectly, because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

Purpose of collection

The personal information that we collect about you depends on the nature of your interaction with us. Generally we collect, use and hold your personal information for the purposes of:

- Processing any online purchases including tickets to events, and membership subscriptions;
- Providing you with newsletters and e-bulletins about the services we offer;
- Including you in competitions run by us;
- Notifying you of changes to event details or event cancellations;
- Replacing or reissuing lost tickets or to rectify problems with ticket retrieval through a third party entity;
- Providing you with information about upcoming events or other services that we offer that may be of interest to you;
- Responding to enquiries about existing events or services that we provide;
- Contacting you to conduct surveys in relation to a recent event that you have attended;
- Determining your requirements in order to respond appropriately to a request for information or services;
- Analysing our services and customer needs with a view to improving our service to you;
- Facilitating our internal business operations including the fulfilment of any legal requirements;
- Verifying your identity ; and
- Processing any communication you send to us (for example, responding to your queries, assessing your application for employment, and dealing with any complaints or feedback you have).

You may 'unsubscribe' from or 'opt out' of receiving newsletters or e-bulletins from us at any time, by contacting us using the details set out below.

Failure to provide information

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the services you, or they, are seeking.

Internet users

If you access our website, our social media sites or use our applications, we may collect additional personal information about you in the form of your IP address or domain name.

Our website uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify you personally, but they may link back to a database record about you. We use cookies to monitor usage of our website and to create a personal record of when you visit our website and what pages you view so that we may serve you more effectively.

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and any linked websites are not subject to our privacy policies and procedures.

Use and disclosure

Generally, we only use or disclose personal information about you for the purposes for which it was collected (as set out above). We may disclose personal information about you to:

- Third parties that you have referred us to who assist us in operating our business;
- Any entity to which we are authorised or required by law to disclose your personal information to (for example, law enforcement agencies, various Federal, State or Local Government bodies);
- Our related entities or businesses (for example Ticketing systems) to facilitate our and their internal business operations;
- Contractors or other third party service providers, who assist us in operating our business (including mail service providers, software providers and insurers). These providers may be based overseas or use overseas infrastructure to perform services for us, including The United States of America and The United Kingdom.

In some circumstances, the law may permit or require us to use or disclose personal information for other purposes (for instance where you would reasonably expect us to and the purpose is related to the purpose of collection).

Security

We store your personal information in different ways, including in paper and in electronic form and according to the requirements of our operational procedures. As a general rule, your information will be stored in secure electronic databases and we may engage local or international service providers to store personal information. The security of your personal information is important to us. We take reasonable steps to ensure that your personal information is stored safely to protect it from misuse, loss, unauthorised access, modification or disclosure, including electronic and physical security measures. We take reasonable steps to ensure that our service providers located in Australia or overseas follow our directions and procedures for secure storage of personal information about you.

Access and correction

You may request access to personal information we hold about you by making a written request and providing us with evidence of your identity (for example, we may ask you to provide us with photo identification, such as a copy of your current driver's license or passport). We will respond to your request for access within a reasonable period. We may charge you a reasonable fee for processing your request (but not for making a request for access). In this case, we will notify you of the estimated cost for the recovery of the personal information about you before recovery takes place. We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will provide you with a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons).

If, upon receiving access to your personal information, or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us immediately. To provide you with our best service it is important that the information collected by us is complete, accurate and up to date. At any time while we hold personal information about you, we may ask that you tell us of any changes to your personal information.

If we refuse to correct your personal information, we will provide you with a written notice that sets out the reasons for our refusal (unless it would be unreasonable to provide those reasons) and provide you with a statement regarding the mechanisms available to you to make a complaint.



Complaints and feedback

If you wish to make a complaint about a breach of the Privacy Act, Australian Privacy Principles or a privacy code that applies to us, please contact us using the details set out below and we will take reasonable steps to investigate the complaint and respond to you. Within 14 business days of receiving your complaint in writing we will acknowledge receipt of your complaint and within 45 business days of receiving your complaint, we will investigate your complaint and provide you with a response. If you are not happy with our response, you may complain directly to the Federal Information Commissioner.

If you have any queries or concerns about how we handle your personal information, please contact our Office at:

Street address: 12 Merivale Street, SOUTH BRISBANE QLD 4101

Postal address: PO Box 3453, SOUTH BRISBANE QLD 4101

Email address: info@uplit.com.au

Telephone: +61 7 3255 0254

Facsimile: +61 7 3255 0362

More information

For more information about privacy in general, you can visit the federal Information Commissioner's website at www.oaic.gov.au.