



Privacy Policy



Venue*Tix respects and values the privacy of all our customers and business contacts, and we are committed to protecting the personal information which you provide us with.

This Privacy Policy outlines how Venue*Tix will handle the personal information it has collected through providing services and products to its customers, both online through www.venue*tix.com.au (our website) as well as through our call centre and outlet networks.

1. What information does Venue*Tix collect? How and why do we collect it?

Venue*Tix offers customers the ability to purchase tickets through our call centre, in person through our outlet network and through online ticket sales.

When you purchase tickets from Venue*Tix by any of these methods, we need to collect personal information about you including your name, address and telephone number.

We collect this information so that we can provide a range of services to you, including processing your transaction, or notifying you of an event cancellation or change. Your personal information also allows us to mail out your tickets if the purchase is online or by telephone, and enables us to accurately identify you when you collect your tickets at a venue, or in the event that your tickets are lost or stolen.

Venue*Tix invites visitors to its website to subscribe to the Venue*Tix mailing list by providing an email address to which information such as newsletters containing exciting event news and special offers can be sent. Venue*Tix does not automatically subscribe site visitors to any information service, and will only send information and offers to individuals who have opted in to our mailing list and confirmed they have requested this service of us. Once added to our mailing list, individuals may unsubscribe or 'opt-out' at any time by advising the Venue*Tix team of their request.

2. Will personal information be given to anyone else?

Venue*Tix does not sell, rent or trade customer data to or with third parties. However, in certain circumstances Venue*Tix may be required to disclose purchasing customers' details to a promoter or venue to enable them to manage seating and support services at their venue or event. Some promoters may choose to offer you promotional material for their event – if you do not wish to receive this information, you are able to contact our Privacy Officer (as below) and advise us accordingly.

In addition, we may disclose your information to third party contractors who help us operate our business or provide a service to you, such as the company that provides us with technical support and computer assistance for our email newsletters and offers. We require all of our third party contractors to comply with our Privacy Policy and sign a Confidentiality Agreement.

3. Is my information secure?

Yes. Venue*Tix protects the information we collect in a secure database, not accessible to the public. Customers who buy online do not 'log-in' to our system, they purchase through a secure web gateway. Employees of Venue*Tix are required to sign a confidentiality agreement and are required to adhere to all company policies.

4. Anonymous transactions

Customers wishing to purchase tickets without providing personal information can make a cash transaction at any of our Venue*Tix outlets where it is lawful and practicable to do so. A list of our outlets is available from our website at www.venue*tix.com.au. However, if we do not collect personal information from you at the point of sale, we will be unable to contact you in the case of an event cancellation or venue change, and we may be unable to assist you if your tickets are lost or stolen.

5. Do I have access to my personal information? Can I change it?

Yes. Under the Privacy Act you have the right to access the personal information we hold about you. Venue*Tix makes every effort to ensure that the information it obtains is accurate, complete

and up to date, and as our valued customer we encourage you to exercise your right to ask us to change inaccurate, out of date or incomplete information.

You may access or change the personal information that Venue*Tix has collected by placing your request in writing and forwarding it to our Privacy Officer at one of the nominated addresses below.

Please include your name address and phone number when you contact us. In order to verify and thus protect the privacy of other individuals about whom we hold personal information, we will require that you also provide us with a copy of a form of identification- such as a drivers licence or passport- together with your written request (this will be returned to you by return mail). If you wish to discuss our method of providing access, please contact our Privacy Officer using the contact details listed under item 8: 'Additional Information and how to contact us' with your query.

6. Online transactions... are they secure?

Purchases made through our website are processed securely over the Internet using a dedicated private connection that is inaccessible to Internet users, and enhanced security features such as digital envelopes and content keys. With the combination of our system security features, including encrypted communication between our payment gateway and the merchant server; and a secure browser at the customer end, you can rest assured that your credit card information and anonymity are protected.

7. Links to other websites

Our website may occasionally contain links to third party websites for your convenience and information. These linked sites and their content are not under the control of Venue*Tix, and Venue*Tix is not responsible for the privacy practices or content of companies linked to our website. Before disclosing any personal information on any other website, we advise you to examine the privacy policies of those websites.

8. Additional information and how to contact us

Venue*Tix may change its Privacy Policy at any time, however always adheres to the Information Privacy Principles. Venue*Tix will make available this policy to anyone who requests it, whether at our office, outlets or by use of our website. For further information about the protection of privacy and related issues, visit the Australian Federal Privacy Commissioner's website at www.privacy.gov.au. If you would like a copy of the Venue*Tix privacy policy, or to discuss any privacy related issues, please contact our Privacy Officer using the following contact details:

- By email at: privacy@venuetix.com.au
- By fax on (08) 8223 6568
- By letter to: The Privacy Officer
 Venue*Tix
 PO Box 3252
 Rundle Mall
 Adelaide SA 5000

- In person by appointment at our head office at:
 Level 11,
 68 Grenfell Street
 Adelaide SA 5000

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VenueTix Pty Ltd