

Terms and Conditions of Sale:

1. The right of admission is reserved by the Venue's Management.
2. The right is reserved to vary, substitute or withdraw advertised programs artists, venue and seating arrangements as necessary.
3. This ticket is valid only when purchased through an authorised agent.
4. This ticket can only be exchanged, returned or refunded in accordance with the LPA Code of Practice for the Ticketing of Live Entertainment in Australia (www.liveperformance.com.au)
5. Audio and video recording devices may not be permitted into the venue.
6. Mobile telephones, pagers and so forth must be turned off before entry into the venue's auditorium.
7. The right is reserved to refuse admission to a ticket holder who arrives late to a venue. The ticket holder may not be allocated to their designated seat or area, until there is a convenient break in the program, if any, or at interval.
8. Patrons who disrupt a performance, who are in use or possession of a prohibited object, substance or fail to produce concession ID as appropriate to their ticket may be asked to leave the venue without refund of ticket purchase.

PP&VA Privacy Statement

At Penrith Performing & Visual Arts Ltd (ABN 97 003 605 089) all our patrons are important to us and we are committed to protecting your privacy. Penrith Performing & Visual Arts Ltd (PP&VA) is the operating company for the Joan Sutherland Performing Arts Centre including the Penrith Conservatorium of Music and the Penrith Regional Gallery & The Lewers Bequest, and will be referred to as the Company throughout this document.

Penrith Performing & Visual Arts is bound by the National Privacy Principles in the Privacy Act 1988 (Cth) (the Privacy Act) as well as other applicable laws protecting privacy. In some circumstances, we may undertake contractual obligations to observe additional privacy obligations. Where appropriate Penrith Performing & Visual Arts will handle personal information relying on the employee records exemption in the Privacy Act.

Penrith Performing & Visual Arts may modify this Privacy Policy from time to time and if we do so, we will post any updated Privacy Policy on this web site. We encourage you to check this web site periodically to ensure that you are aware of our current Privacy Policy. Please note also that this Privacy Policy should be read in conjunction with (and is subject to) any other privacy statement that Penrith Performing & Visual Arts may provide to you when we collect your personal information or provide a particular program or service.

What personal information do we collect and why?

Penrith Performing & Visual Arts collects the personal information we need to produce our programs or those of our production partners, operate the Penrith Performing & Visual Arts venues, conduct related activities and operations, involve the community in Penrith Performing & Visual Arts programs and activities and promote and seek support for our Company.

The following are the main purposes for which personal information is collected by Penrith Performing & Visual Arts and the main types of personal information collected:

To sell our programs and events

Our programs and events can be purchased in a number of ways, including by calling our box office over the phone or visiting it in person, through electronic means such as email or fax or by visiting our web site, by completing a written form to make a Season Ticket booking or student registration form. When you purchase a program or event, your information may be used to facilitate payment, provide you with a ticket or receipt notify you in case of changes in date or time of an event, send out information about upcoming events or programs and also for marketing and other research purposes by the Company. Where we partner with other organisations for an event or where other organisations (known as the "Presenter") hire our venues to stage an event, we may share ticketing information about those events with those other organisations. In these instances customers who consent will receive future communications from both the "Presenter" and the "Venue".

In aggregated form (that is, without identifying details) ticketing information may be shared with other artistic companies and agencies for research purposes, such as to guide and assist future programming and marketing.

Penrith Performing & Visual Arts Ltd operating:

The Joan Sutherland Performing Arts Centre and Penrith Regional Gallery & The Lewers Bequest

Penrith Performing & Visual Arts Ltd

To communicate with our donors and supporters

We collect personal information about our current and potential donors and supporters so that we can encourage, record and acknowledge their support and communicate with them about the Company and our programs.

To operate the Joan Sutherland Performing Arts Centre and Penrith Regional Gallery & The Lewers Bequest web sites

When you use the Joan Sutherland Performing Arts Centre and Penrith Regional Gallery & The Lewers Bequest web sites, you may choose to provide your name, email address or other personal details in order for us to send you ticketing or other information about Penrith Performing & Visual Arts or its programs or other theatre and exhibition related programs or services or to respond to your queries.

As part of our general operations

Penrith Performing & Visual Arts also collects personal information about individuals who are, or are employed by, our production partners, individuals and organisations that hire our venues, our suppliers (including service and content providers), contractors, agents and other partners. Generally, if appropriate, we will state why we are collecting personal information when we collect it and how we plan to use it or these things will be obvious when we collect the information.

Employees and contractors

When you apply for a job or contract with us we may collect certain information from you, from any recruitment consultant and from your previous employers and others who may be able to provide information to us to assist us in our decision on whether or not to make you an offer of employment or engage you under a contract. This Privacy Policy does not apply to acts and practices in relation to employee records of our current and former employees which are exempt from the Privacy Act.

Please note that if you provide us with personal information about third parties (for example, if you buy tickets on behalf of another person) we ask that you let them know about this Privacy Policy. You should not give us any sensitive information (such as health information) about a third party or ask us to send any information to a third party (including by email) unless you are sure that you have that person's consent to do so.

How do we use personal information?

When we collect personal information, we generally use it for the purposes for which it was collected, or as otherwise authorised or required by law. We may sometimes use personal information for marketing or other research or allow information in aggregated form (without identifying individuals) to be shared with other artistic companies and agencies to guide and assist future programming and marketing planning.

If you have purchased programs, events or Season Tickets from us or if you have asked us to, we may use your information to send you material (including by email) about the Company or its programs or other performing and visual arts related programs or services, unless you tell us not to.

If at any time you do not want us to use your personal information to send you any further information, you can always let us know by contacting our Privacy Officer through the contact details given below.

From time to time we may send you special offers and promotions from Third Parties. We will never disclose your personal information to that Third Party. If you do not wish to receive offers from Third Parties please contact our Privacy Officer through the contact details given below.

Disclosing personal information

For the purposes we have described, we may disclose your personal information:

- to our suppliers (including service providers such as mail houses and IT companies), contractors, agents or promoters and persons who help us to deliver programs and events, such as judges of competitions and other persons who collaborate with us to deliver our programs;
- where we partner with other organisations for a program, event or where other organisations hire our venues to stage an event to those other organisations in relation to those events;
- to anyone to whom our assets or business (or any part of it) may be transferred;
- where you have otherwise consented; or

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- as otherwise required or authorised by law.

We will take reasonable steps to ensure that the persons and organisations to whom we disclose personal information are bound to protect the privacy of that personal information. We ask other organisations and producers with whom we may partner for a program, event, or, who may hire our venues to stage their events, to comply with our Privacy Policy however they may have their own privacy policies and statements that apply to how they handle personal information.

Please note also that some of the persons to whom we disclose personal information may be situated outside Australia. Some of our promotional material that may include photographs and other personal information about our artists and audiences may be made available to the public, including on the internet and outside Australia.

Cookies

A type of anonymous information shared between your browser and our server is a cookie. A cookie is a small text file that a server places on your hard drive to identify that subsequent requests to a site have come from the same user.

Penrith Performing & Visual Arts may use cookies to 'remember' your browser between page visits. In this situation, the cookie identifies your browser, not you personally. Penrith Performing & Visual Arts may use cookies on this web site to facilitate online transactions and develop patterns of site usage.

Secure Transmissions

While Penrith Performing & Visual Arts endeavours to provide a secure Internet environment, users should note that there are inherent risks associated with transmission of information via the Internet.

Third party links

There are several places throughout this web site that may link to other Web sites that do not operate under this web site's privacy practices. When you link to other web sites, the Penrith Performing & Visual Arts privacy practices no longer apply. We encourage visitors to review each site's privacy policy before disclosing any personally identifiable information.

Access and correction

We will provide you with access to most personal information that we have about you, but sometimes that will not be possible, in which case we will tell you why. If you would like to access your information or to find out what information we have about you please contact our Privacy Officer at the contact details given below.

When you request access, we will need to take measures to verify your identity. If you think that any personal Information we hold about you is not accurate, complete or up-to-date, you may request us to correct that information. We will take reasonable steps to correct such personal information unless we disagree with you about whether the information is accurate, complete and up-to-date.

More information

If you have any queries or would like further information about our privacy policies or practices, please contact our Privacy Officer by calling (02) 4723 7600 or faxing (02) 4731 3701 or by emailing privacy@ispac.com.au or by writing to:

The Privacy Officer
Penrith Performing & Visual Arts
PO Box 2
Penrith NSW 2751

Last updated: 17th December 2013

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Last Updated: 17th December 2013