

# PRIVACY POLICY

Version 21/01

- Patron's personal contact information is collected and held in confidence by Choirs Aotearoa NZ Trust or Patronbase, our New Zealand owned provider of ticketing and database services. The information is used to contact patrons as required with information about Choirs Aotearoa NZ Trust, Voices NZ Chamber Choir, NZ Youth Choir and NZSSC.
- Choirs Aotearoa NZ Trust will not sell, trade, transfer or rent patron's contact information to other organisations without obtaining their consent unless required to do so by law.
- If a patron communicates with Choirs Aotearoa NZ Trust through the mail, email, Facebook, Twitter or any other electronic media, Choirs Aotearoa NZ Trust will assume that the patron consents to the use of such media to communicate with them.
- Patrons are entitled to have access to and/or request corrections to their information.
- If a patron does not wish to receive mail or electronic mail from the Choirs Aotearoa NZ Trust in future, they should send an email to [choirs@choirsnz.co.nz](mailto:choirs@choirsnz.co.nz) or mail their request to Choirs Aotearoa NZ Trust, PO Box 25025, Wellington, 6140, New Zealand or telephone +64 4 499 0692.
- If patrons are photographed, filmed or recorded while attending a Voices NZ Chamber Choir and/or NZ Youth Choir performance they consent to Choirs Aotearoa NZ Trust or third parties appointed by the Trust photographing, filming and recording them. Choirs Aotearoa NZ Trust or third parties appointed by the Trust can broadcast, publish, license and use any such unattributed photographs, film, recordings and images of patrons without compensation. Choirs Aotearoa NZ Trust, the third parties and anyone acquiring from them the right to use the material are not liable to patrons in any way for use of such photographs, film, recordings and images.

NB The Privacy Act 1993 allows the Choirs Aotearoa NZ Trust the right to acquire without permission details of any unattributable commercial transactions during the normal course of its business.

## **Our Privacy Policy (as published on our website for ticketing purposes)**

Your privacy is important to us at Choirs NZ and we want to be sure that you understand the terms and conditions relating to the way in which we collect information and the use of that information. This Privacy Policy in accordance with the Privacy Act 1993, tells you what information we collect, what we do with it and your rights to view, correct or change it. The Office of the Privacy Commissioner (<http://www.privacy.org.nz>) provides further details of the New Zealand Privacy Act and how it protects personal information in New Zealand.

## THE INFORMATION THAT WE COLLECT

As part of our operations at Choirs NZ we may gather certain types of information from our users, ticket purchasers, donors, supporters and other individuals with whom we connect:  
Personally Identifiable Information

This is provided by you when you register for services that we may offer. Examples of these services include sale of tickets and our email communications or competitions. Providing this information will always be optional for you. However, some services may not be available to you if you chose not to provide it.

#### AGGREGATED DATA

This information is generated by our systems as they track traffic through our websites and ticketing system. This information does not identify you personally and is not linked to the personally identifiable information that you may have provided.

#### WHO WE MAY SHARE THIS INFORMATION WITH

We will not share the information that we collect with any third parties apart from where you have given direct permission for such information to be passed on to specific third party organisations (typically producing companies) for their use in promoting shows and other events. In the event that we do share your information with a third party we require these organisations to agree to comply with the Privacy Act 1993 and with strict conditions governing how personal information is to be handled.

The information may be hosted with a service provider. Our agreements with them protect the information that we collect from any use by them that we have not authorised. The aggregated data (not the personally identifiable information) may be shared with third parties such as hirers, advertisers and/or business partners. Your personally identifiable information may be shared with third parties when we believe in good faith that we are required to do so by law. If we have your prior permission (which we would ask for at the time of collection), we may share the information with specified third parties.

#### WHAT ELSE WE DO WITH THE PERSONALLY IDENTIFIABLE INFORMATION

We have collected this information in order to provide the best possible service to you. To this end we may use the information that you provide for the following purposes:

- To verify your identity if you need help with a forgotten password or you are having login problems with one of our site services.
- To process any ticketing transactions that you might make via telephone, mail or on our website.
- To contact you regarding your ticket purchase and/or the event that you are attending.
- To help provide any other services that you have requested.
- To offer the most relevant information suitable to you and your interests.
- For any marketing, promotional, publicity, direct marketing or market research that we might undertake.
- For any other purposes for which you have given permission.

#### COOKIES

A cookie is a small file that resides on your computer and is recognised by our server when you visit our website. A cookie does not provide us with any personally identifiable information. It does provide details of your Internet Provider (IP) address, the computer platform that you use (eg Mac or Windows), the browser that you use (eg Microsoft Explorer or Netscape) and what domain you are accessing our sites from. With this information we can do the following:

- Track traffic patterns to our site.
  - Ensure that the most relevant content is being shown.
  - Allow you to enter certain site member services without having to log in each time you visit.
- If you would rather we did not use cookies with you, you can refuse them by turning them off in your browser and/or deleting them from your hard drive. You will still be able to visit our website but some of its functionality may be impaired.

#### HIRERS, EVENT PROMOTERS, ADVERTISERS AND BUSINESS PARTNERS

This Privacy Policy only relates to Choirs NZ . You should be aware that we are not

responsible for the practices of our hirers, event promoters, advertisers or business partners. Our site may contain links to other sites. You should check their privacy policies before providing personally identifiable information to them or any other third party.

#### OPTING IN AND OPTING OUT

You will always have the option to opt in to certain services and to opt out of those services at any stage. This means you may change your mind at any stage about participating in any of our services.

#### CAN WE CHANGE THIS POLICY?

In order to reflect the fact that our business is growing constantly, we reserve the right to change this policy at any time. We will notify site users of any changes to the Privacy Policy.

#### YOUR RIGHT TO ACCESS YOUR INFORMATION

The New Zealand Privacy Act of 1993 gives you the right to access and correct the information we hold about you. To find out more about how to do this, please contact us.

Choirs NZ

04 499 0692

[choirs@choirsnz.co.nz](mailto:choirs@choirsnz.co.nz)