

# Privacy Policy



## Document History

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Approved by Governance, Risk, Audit & Finance (GRAF) Committee January 2026

Approved by PAC Australia Board February 2026

This Privacy Policy explains how **PAC Australia** (legal name Australian Performing Arts Centres Limited) (“we”, “us”, or “our”) collects, uses, discloses, and stores personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

We are a not-for-profit membership organisation. Our members are primarily organisations, however we may collect personal information about authorised representatives and contacts of those organisations, and other individuals with whom we interact including, prospective members, volunteers, event participants, donors, website users, and individuals acting on behalf of member organisations whose personal information we handle.

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## 1. What Is Personal Information?

“Personal information” has the meaning given in the Privacy Act and includes information or an opinion about an identified individual, or an individual who is reasonably identifiable.

This may include:

- Name and position title
- Contact details (email address, phone number, postal and street address)
- Organisation name and role within the organisation
- Membership, membership status and account details
- Login credentials for our online membership system
- Payment and billing information
- Event registration and attendance records
- Communication preferences
- Any other information you provide to us on behalf of your organisation

## 2. How We Collect Personal Information

We collect personal information in a number of ways, including when authorised representatives of an organisation or individuals:

- Apply for, or renew, membership
- Register for events or programs (including but not limited to conferences, training programs, workshops, or networking events)
- Subscribe to newsletters or communications
- Make payments or donations
- Contact us by email, phone, website forms, or social media –
- Use our website or online membership system (including login and account management features).

For events, we may collect personal information about individuals attending on behalf of a member organisation or as non-member participants. This information is typically limited to what is reasonably necessary to administer the event e.g. contact information, travel information, dietary and access requirements, preferred pronouns.

Where reasonable and practicable, we collect personal information directly from you.

We do not collect personal information about individuals without their consent.

Where we collect personal information directly from individuals, we will take reasonable steps to ensure that, at or before the time of collection (or as soon as practicable afterwards), individuals are notified of:

- the purposes for which the information is collected
- the main consequences (if any) of not providing the information
- the fact that this Privacy Policy contains information about how to access and correct personal information and how to make a complaint
- whether we are likely to disclose the personal information to overseas recipients.

### **3. Why We Collect, Use, and Disclose Personal Information**

We collect, use, and disclose personal information for purposes including:

- Managing memberships and member records
- Communicating with members and stakeholders
- Providing services, member benefits, programs, and events
- Sector advocacy
- Processing payments and maintaining financial records
- Complying with legal and regulatory obligations
- Improving our services and operations
- Marketing and promoting our activities (where permitted by law).

#### **Direct Marketing**

We may use personal information to send information about our activities, events, programs, or opportunities that may be of interest to you, where permitted by law.

Individuals may opt out of receiving marketing communications at any time by using the unsubscribe function in our communications or by contacting us directly. We will comply with all opt-out requests within a reasonable timeframe.

#### **Events – Photography and Video**

We may take photographs and video recordings at our events for marketing, promotional, reporting and documentation purposes. These images and recordings may be used in our publications, website, social media channels, and other communications, including use by our funding partners.

Individuals may withdraw consent at any time by notifying us, and we will take reasonable steps to ensure images or recordings are not used in future publications.

## **Events – Delegate Information Sharing**

For networking and event administration purposes, we may distribute limited delegate information (such as name, organisation, pronouns, role, suburb/city, state and email address) to other event delegates, or event speakers. The distributed information is that supplied by delegates at the time of registration.

Consent to share delegate information is obtained at the time of registration. Delegates may update their preferences or withdraw consent at any time prior to or following the event by contacting us directly.

## **Authority of Nominees**

Organisations submitting information to PAC Australia are responsible for ensuring that any individual nominated as an authorised representative or contact has the authority to act on behalf of the organisation and to provide personal information to us. Member organisations are also responsible for ensuring that nominated individuals are aware of this Privacy Policy.

We will only use or disclose personal information for the purpose for which it was collected, or a related purpose that you would reasonably expect, unless otherwise required or permitted by law.

## **4. Disclosure of Personal Information**

We may disclose personal information, where permitted by law, to:

- Service providers who assist us with administration, IT, payment processing, registration and ticketing, or communications
- Event partners or venues
- Related entities and partners
- Professional advisers (such as accountants, auditors, or legal advisers)
- Government agencies or regulators where required by law

We take reasonable steps to ensure that third parties handle personal information in accordance with Australian privacy laws.

## **5. Overseas Disclosure**

Our online membership system, event registration system and related IT services may involve the storage or processing of personal information using cloud-based systems.

Some service providers for these systems, and approved partners, including research partners, may be located outside Australia. When this occurs, we take reasonable steps to ensure that overseas recipients do not breach the Australian Privacy Principles, unless an exception under the Privacy Act applies.

## **6. Use of Artificial Intelligence and Automated Tools**

PAC Australia may use artificial intelligence (AI) enabled tools or automated systems to assist with administrative, operational, analytical or communication activities, such as managing data, improving services, or supporting internal workflows.

Where AI tools are used, personal information will only be processed for purposes that are consistent with this Privacy Policy and the Australian Privacy Principles. We do not use AI systems to make decisions that have legal or similarly significant effects on individuals without human review.

We take reasonable steps to ensure that any AI service providers we use handle personal information securely and in accordance with Australian privacy law.

## **7. Security of Personal Information**

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

This includes:

- Secure storage systems
- Access controls

Staff and volunteer confidentiality obligations We retain personal information only for as long as it is reasonably necessary to fulfil the purposes for which it was collected, or to comply with legal, regulatory, or reporting obligations.

Retention periods may vary depending on the type of information held and the applicable obligations. When personal information is no longer required, we take reasonable steps to securely destroy or de-identify it.

In the event of a suspected or actual data breach, we will take prompt action to contain and assess the breach. Where an eligible data breach has occurred, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) in accordance with the Notifiable Data Breaches scheme under the Privacy Act.

## **8. Access and Correction**

You may request access to the personal information we hold about you and request corrections if you believe it is inaccurate, out of date, incomplete, or misleading.

Requests should be made in writing using the contact details below. We will respond within a reasonable timeframe and in accordance with the Privacy Act.

## 9. Complaints

If you believe we have breached the Australian Privacy Principles, you may make a complaint to us using the contact details below.

We will investigate complaints and respond in writing within a reasonable period.

If you are not satisfied with our response, you may contact the [Office of the Australian Information Commissioner \(OAIC\)](#).

## 10. Website, Online Membership System, and Cookies

Our websites and online membership and registration systems may use cookies and similar technologies to:

- Enable secure login and account functionality
- Manage sessions for authorised users
- Analyse website usage and improve our services

You may disable cookies through your browser settings; however this may affect the functionality of the website, or online membership and registration systems.

## 11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The current version will be published on our website and will take effect from the date of publication.

This policy is reviewed and approved by the organisation's Governance, Risk, Audit and Finance Committee, comprised of Director's of the organisation.

## 12. Contact Us

Where lawful and practicable, you have the option of remaining anonymous or using a pseudonym when dealing with us.

For questions, access requests, or complaints regarding this Privacy Policy or our handling of personal information, please contact:

PAC Australia

**Email:** [admin@paca.org.au](mailto:admin@paca.org.au)

**Phone:** + 61 (0)8 9221 8992

**Address:** Level 2, 533 Hay Street PERTH Western Australia 6000