



Privacy Policy

Overview

On Stage Studios (OSS) is committed to providing you with the highest levels of customer service. This includes protecting your privacy.

The aim of the OSS Privacy Policy is to give you comfort that the personal information you provide to OSS will be kept in the strictest confidence. This Privacy Policy governs the information we collect about you and your use of information we provide. The policy will disclose what personal information is collected, how it will be used, with whom the information will be shared, the choices available to consumers on collection, safeguards on protection of data and how it can be updated or corrected.

This privacy policy does not apply to parties that may be linked or associated with our website. Those website owners that are responsible for the privacy or the information they collect and should be contacted directly for details of their privacy policies. We recommend you keep this information for future reference.

Background

Privacy Amendment (Private Sector) Act 2000

In December 2000, the Commonwealth Government of Australia enacted further privacy legislation, to commence on the 21st December 2001. This privacy legislation was drafted in order to amend the Privacy Act 1988 (implementing the National Privacy Principles) and to include provisions that regulate the way private sector organisations collect, use, disclose, keep secure and provide access to personal information. All privacy legislation is available for download at the Office of the Federal Privacy Commissioner at <http://www.privacy.gov.au/business>.

What is personal information?

The Privacy Act 1988 (Cth) defines personal information as information or an opinion about an individual whose identity is apparent or can reasonably be ascertained. It includes your name, age and contact details as well as your financial and health information.

OSS is bound to protect your personal information in accordance with the National Privacy Principles to the extent required by the Privacy Act 1988.

Collection of personal information

The types of information we keep on record will depend on the product or service requested by you.

How do we collect information?

We collect and store information about you when you:

- ▶ provide information by phone or in documents such as enrolment forms;
- ▶ from publicly available source of information;
- ▶ complete any online enrolment of other type of form;



- ▶ provide us with your email address; or
- ▶ access and use any of our online services

What information do we hold?

In general, OSS keeps a record of one or more of the following types of information:

- ▶ information that identifies you, such as your name and address and other information provided by you;
- ▶ if you participate or transact in any online service, details are recorded and stored;
- ▶ financial information in regard to fees paid/unpaid.

In the future we may collect statistical data from all visiting traffic through our website. This data includes information regarding:

- ▶ the number of visitors;
- ▶ the time and duration of your visit;
- ▶ the information requested during your visit;
- ▶ your browser type;
- ▶ your operating system type;

All statistical information may be used on aggregate to provide OSS with general information about our users and to help promote and better our understanding of the way you use and interact with our online services.

Choice and Consent

What are your rights?

There is no legal obligation for you to provide us with any personal information. However, without that information, we may not be able to process your enrolment, fulfil your request or provide you with an appropriate level of service.

Do I have to provide consent?

The main purpose of OSS collecting your personal information is to provide, maintain and inform you of our products and services. The terms of our services are detailed in the agreements acknowledged upon any transaction with OSS. With any online transactions, by accepting our Enrolment/Registration form and Privacy Policy, you explicitly consent to the way we use your personal information.

If at any stage you do not wish to receive further information from OSS regarding our products and/or services, you can contact us by email at Info@onstagestudios.com.au

Personal information security

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

We have physical, electronic and procedural safeguards to protect your information which is held by us. All online information is stored in electronic database requiring appropriate user authentication for access and



is physically stored in secured data-houses located in Australia. All access to information stored electronically is restricted to OSS staff whose job purpose requires access.

Our security measures include, but are not limited to:

- ▶ restricting access to our computer systems and physical records to authorised persons and preventing users from accessing information they have no need to access;
- ▶ requiring employees to use unique passwords to gain access to systems, these passwords are changed regularly;
- ▶ data encryption with all online transactions;
- ▶ data servers are protected by firewalls and virus scanning tools;

When do you destroy my information?

We take all reasonable steps to destroy your information in an effective, secure way when it is no longer required by the business. Usually, we keep records for at least three years.

Personal information integrity

We try to ensure that all information we hold about you that we collect, use or disclose is complete, accurate and up to date. We strongly recommend that you:

- ▶ let us know if there is any information we hold is not accurate, complete or up to date;
- ▶ keep us up to date with changes to the information we hold.

We ask that you inform us within a reasonable period, by email at Info@onstagestudios.com.au if you require your information to be updated.

External Service Providers

We may disclose your personal information to our external service providers that provide services to us. This is on a confidential basis.

How to contact us

If you have any questions in relation to privacy and/or our information handling practices, please feel free to contact us.

Email: Info@onstagestudios.com.au

We are always happy to answer your queries, so please do not hesitate in contacting us.