



UKARIA

Privacy Policy

1. In this Privacy Policy (**Policy**):

- 1.1. a reference to **us, our** or **we** is to UKARIA (ACN 140 081 223);
- 1.2. **Act** means *Privacy Act 1988* (Cth).
- 1.3. **Information** means information about an individual and includes Personal Information.
- 1.4. **Eligible Data Breach** has the meaning given to it in section 26WE of the Act.
- 1.5. **Personal Information** means information or an opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion whether or not the information or opinion is true or not and whether the information or opinion is recorded in a material form or not; and
- 1.6. **Website** means all of the pages located on the website you are currently viewing being (as applicable) all of the pages located at www.ukaria.com

2. **Privacy Commitment**

- 2.1. Thank you for visiting our Website and for reviewing our Policy. We respect the importance of your privacy and the Personal Information in our care. We have created this Policy in order to demonstrate our firm commitment to your privacy. We seek to ensure that all Personal Information we collect is handled in compliance with the Australian Privacy Principles contained in the Act.
- 2.2. This Policy sets out how we collect, hold, use and disclose information (including Personal Information) that we obtain from you (including via our Website or through other dealings with you).

3. **Collection of Personal Information**

- 3.1. We collect Personal Information as well as non-personally identifiable information that you voluntarily provide.
- 3.2. We will only collect Personal Information about you from you (including via online enquiry forms you submit or any emails you send to us). For example, we collect Personal Information about you such as your name, address, telephone numbers, email address and payment information (for example credit/debit card number and expiry date) as necessary to perform

our functions when you order tickets to our events, give donations, complete enquiry forms or if you subscribe to our Website.

- 3.3. Through technology we may automatically record details including your internet address, domain name and the date and time of your visit to our Website (including the web pages viewed), your browser and operating system. If you linked to our Website from another website then that information will also be recorded. We may also use cookies (small files exchanged between a website server and your computer) on our Website. If you do not want to allow cookies to be used to collect information, you can disable cookies on your computer by changing the security and privacy settings in your browser.
- 3.4. We may use third party analytic services such as Google Analytics to understand how you interact with our website. These services do not provide us with Personal Information.
- 3.5. If you engage with us through our social media channels (such as Facebook, Instagram, LinkedIn or Twitter), we may collect information about you through such platforms, including details such as your name and contact details. Any information collected via social media platforms will be collected in accordance with that platforms terms and conditions.

4. Use and Disclosure of Personal Information

- 4.1. Generally, we use Information (other than Personal Information) collected when you use our Website to assist us in deciding how to improve our Website (including its utility, content and accessibility) and to monitor the users and usage of our Website. We may use Information as to how you and others found our Website in deciding how to promote our Website, products and services (including online advertising).
- 4.2. We will only use and disclose your Personal Information for:
 - 4.2.1. the primary purposes for which the Personal Information was collected, for example:
 - (a) to process a payment for event tickets you have ordered or a donation you have given to us;
 - (b) to contact you in response to a query you have submitted;
 - (c) to contact you if there is an event cancellation or change in event details, or for the replacement of lost tickets;
 - (d) detecting and preventing fraud and unauthorised ticket on-selling;
 - (e) to provide newsletters and updates if you have subscribed to our Website;
 - (f) to contact you in response to a competition you have entered;
 - (g) to conduct direct marketing with you that you have opted-in to receive;
 - (h) to provide you with customised online advertising;
 - (i) to personalise your Website experience;
 - (j) to send you surveys to gather feedback in relation to events which you have attended; and/or
 - (k) to comply with our legal and regulatory obligations and enforce our legal rights;

- 4.2.2. a secondary purpose when:
 - (a) you would reasonably expect us to use or disclose the Personal Information for the secondary purpose;
 - (b) the secondary purpose is related to the primary purpose of collection; or
 - (c) related to the primary purpose that you have consented to or would reasonably expect us to use or disclose the Personal Information for.
- 4.3. We may disclose your Personal Information to our related companies, related entities, contractors, agents and service providers but only to provide our products and services to you and/or for the purposes of storage of your Personal Information.
- 4.4. We may disclose your Personal Information to our professional advisers but only so they can advise us in respect of the same.

5. Requirement to provide Personal Information

If you do not provide some or all of the Personal Information requested, we may not be able to provide you with our products and/or services.

6. Marketing

- 6.1. When you purchase a ticket from us you will be asked whether you wish to opt-in to receive information from us.
- 6.2. If you opt-in to receive information from us, we may contact you via your preferred method with information including:
 - 6.2.1. news and updates about us and our relevant partners and affiliated organisations;
 - 6.2.2. surveys;
 - 6.2.3. special offers from us and our relevant partners and affiliated organisations; and
 - 6.2.4. our upcoming events and those of our relevant partners and affiliated organisations.
- 6.3. You can opt-out of receiving such information at any time. If you do wish to opt-out, let us know by updating your details online, or by contacting us (see clause 17 of this Policy for our contact details).. When receiving email marketing, you can also use the 'Unsubscribe' link which will be included in the footer of the email. These are always clear, conspicuous, and easy to activate.

7. Cookies Policy

- 7.1. A cookie is a small file placed on your electronic device by a web server when you access a website. Cookies themselves do not identify the individual user, just the electronic device used.
- 7.2. We use both 'first party' cookies (cookies used by our website only) and 'third party' cookies

(cookies originating from a third-party website). These third parties include advertisers, advertising networks and technology platforms such as Google and Facebook.

7.3. Our Website use cookies for various reasons, including:

7.3.1. to recognise a computer which has previously visited our Websites and customise your experience according to previous preferences and site behaviour;

7.3.2. to gather anonymised analytics of website activity; and

7.3.3. to provide you with information and marketing about us when you are online or using social media.

8. Data Breach

Where we have reasonable grounds to believe an Eligible Data Breach has occurred, we will:

8.1. notify you in writing including all relevant details regarding the Eligible Data Breach as soon as practicable upon becoming aware of such a breach; and

8.2. cooperate with you to minimise reputational damage or loss of goodwill, including liaising on communications with you to minimise disruption or distress.

9. Anonymity, pseudonymity and requirement to provide information

When lawful and practical, you have the option of using a pseudonym or not identifying yourself when providing information to us. In doing so you acknowledge that goods and services provided to you may be affected and if you do not provide some or all of the Personal Information requested, we may not be able to provide you with goods and/or services.

10. Holding and Security of your Personal Information

10.1. We may store your Personal Information in hard copy or electronic format, in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers.

10.2. We take reasonable steps to:

10.2.1. ensure that any Personal Information we hold or disclose about you is up to date, complete and correct; and

10.2.2. protect your Personal Information from misuse, interference, loss, and unauthorised access, modification and disclosure.

10.3. We will destroy or delete any of your Personal Information which we no longer need to retain. If you email us any information (including Personal Information), it is sent at your own risk as it may not necessarily be secure against interception.

11. Cross Border Disclosure

- 11.1. It is possible that some of the Information we collect may be disclosed to our related bodies corporate, contractors, agents and service providers which may be located outside of Australia. We will take such steps as are reasonably necessary in the circumstances to ensure that any overseas third party service providers we engage do not breach the Australia Privacy Principles and any other applicable laws.
- 11.2. You consent to your Information being disclosed to an overseas destination for this purpose.

12. Accessing and Correcting Personal Information

- 12.1. We rely on the accuracy of the Personal Information you provide to us.
- 12.2. On your request, except to the extent that we are lawfully able to refuse such a request, we will provide you with access to Personal Information that we hold about you.
- 12.3. If you satisfy us that Personal Information that we hold about you is misleading, inaccurate, out of date or incomplete, except to the extent that we are lawfully able to refuse such a request, we will correct the Personal Information that we hold about you.
- 12.4. All requests about the Personal Information that we hold should be made by email or in writing to us (see clause 17 of this Policy for our contact details). We will try to respond to your request within a reasonable period.
- 12.5. If it is reasonable and practicable to do so, we will give you access to your Personal Information in the manner that you request.
- 12.6. In the event that we deny access to or refuse to correct your Personal Information that we hold, we will provide you with written reasons and the mechanisms available to complain about such refusal.
- 12.7. We do not generally charge for providing such access but we may do so in certain circumstances. We will try to respond to your request within 14 days.

13. Third Party Websites

When you leave this Website, you will be going to websites that are beyond our control. Our Policy does not apply to third party websites. We encourage you to read the privacy policies of those third party websites.

14. Changes to Policy

We may amend this Policy from time to time without prior notice. The revised Policy will take effect when it is uploaded on our Website.

15. Complaint

- 15.1. If you believe that we have breached our privacy obligations under the Act, you can make a complaint by emailing or writing to us (see clause 17 of this Policy for our contact details).
- 15.2. We will respond to all complaints within seven (7) days confirming receipt of the complaint and that the relevant investigation procedures have been commenced.
- 15.3. We will attempt to complete our investigation and resolve your complaint within twenty-eight (28) days from the date you lodge your complaint. If we think it will take longer to resolve your complaint, we will inform you.
- 15.4. If we do not resolve your complaint to your satisfaction or you are dissatisfied with the action we have taken, you can make a complaint to the Office of the Australian Information Commissioner. For further information about how to do this, please contact the Office of the Australian Information Commissioner on 1300 363 992 or visit www.oaic.gov.au.

16. Additional Information

For further information about privacy issues and the protection of privacy, visit the Office of the Australian Information Commissioner's website at www.oaic.gov.au.

17. Contact Us

If you have any queries in respect of our Policy or to request access to your information or make a complaint, please contact us by email or in writing as detailed below:

Attention: Alison Beare UKARIA

Address: 911/147 Pirie Street, Adelaide, SA 5000

Ph: (08) 8227 1277

Email: info@ukaria.com