



Privacy Policy

1. Introduction

- 1.1. **Marriner Group (Vic) Pty Ltd** and its related entities (“Marriner”, “we”, “us”, “our”) respect your privacy and are committed to protecting your personal information.
- 1.2. This Privacy Policy (**Policy**) explains how we collect, hold, use and disclose personal information when you:
- visit our websites;
 - purchase tickets to events held at our venues;
 - attend our venues and events;
 - contact us;
 - subscribe to our mailing lists;
 - participate in promotions, competitions or surveys;
 - engage with us through social media; or
 - otherwise interact with us.
- 1.3. We handle personal information in accordance with the *Privacy Act 1988* (Cth) (the **Act**), including the Australian Privacy Principles.
- 1.4. In this Privacy Policy:
- (a) “personal information” has the meaning given to it in the Act, being information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether it is recorded in a material form or not; and
- (b) “sensitive information” has the meaning given to it in the Act and includes information such as health information, biometric information and certain other categories of information that are afforded additional protection under the Act.
- 1.5. We recommend that you carefully read this Policy before you provide personal information to us. You should not submit personal information to us if you do not agree to this Policy. We may also change this Policy at any time. You should regularly check our website for changes to the Policy.

2. The personal information we collect

- 2.1. The personal information we collect depends on how you interact with us and the services you use. We may collect:
- your name;
 - postal address;
 - email address;
 - telephone number;
 - date of birth;
 - account login details;
 - payment and billing information (although payment card information may be collected and processed by our payment service providers);
 - ticket purchase and attendance history;
 - records of your communications and interactions with us;
 - marketing preferences;
 - information you provide when participating in competitions, surveys or promotions;
 - information collected through our websites, apps and digital platforms, including device information, IP address and browsing activity; and
 - photographs, video recordings and CCTV footage where applicable.

3. Sensitive information

- 3.1. In limited circumstances, we may collect sensitive information where it is reasonably necessary for our functions and activities and permitted by law. This may include information relating to:
- accessibility requirements;
 - disability access services;
 - Companion Card numbers;
 - health or medical requirements relevant to attendance at an event or to support requests for ticket refunds or exchanges; and
 - information relating to accidents, incidents or emergencies occurring at our venues.
- 3.2. We will only collect sensitive information with your consent or where otherwise authorised or required by law. Where you provide supporting documentation, such as medical certificates or other documents in connection with a refund or exchange request, we will only use that information for the purpose of assessing and administering your request unless otherwise authorised or required by law.

4. How we collect personal information

- 4.1. We collect personal information directly from you when you:
- purchase tickets;
 - create an account;
 - contact us by phone, email or online;
 - subscribe to receive marketing communications;
 - attend one of our venues or events;
 - complete forms, surveys or competition entries; or
 - engage with us through social media.
- 4.2. We may also collect personal information from third parties, including:
- ticketing providers;
 - event promoters, producers and presenters;
 - marketing and advertising partners;
 - social media platforms;
 - service providers that assist us in operating our business; and
 - individuals making bookings on your behalf.
- 4.3. This may include collecting personal information from a person who purchases or transfers a ticket on your behalf, where reasonably necessary to administer your booking or facilitate your attendance at an event.
- 4.4. Where reasonable and practicable, we will collect personal information directly from you.
- 4.5. Where lawful and practicable, you may choose not to identify yourself or to use a pseudonym when dealing with us. However, in many circumstances, including where you purchase tickets, make a booking, request accessibility services or contact us about an event, we will need to collect personal information to provide our services.
- 4.6. If we collect personal information about a child, we will do so in accordance with applicable privacy laws and, where appropriate, with the consent of the child's parent or guardian.
- 4.7. If you choose not to provide personal information requested by us, we may not be able to provide you with certain products or services, process your booking, communicate important event information such as the cancellation of a performance, facilitate accessibility services, reissue any lost tickets or otherwise respond to your enquiries.

5. Recruitment

- 5.1. If you apply for employment or another role with us, we may collect personal information relating to your application, including your employment history, qualifications, referees and any other information you choose to provide.

5.2. We use this information to assess your application, verify the information you provide, conduct pre-employment screening where appropriate and otherwise manage our recruitment processes.

5.3. We may disclose your personal information to recruitment service providers, referees, background screening providers and other third parties involved in our recruitment processes where reasonably necessary or as otherwise authorised or required by law.

6. Why we collect, use, and disclose personal information

6.1. We collect, hold, use and disclose personal information where reasonably necessary to operate our venues, present and support events, provide our services and conduct our business. Depending on the nature of your interactions with us, we may collect, use and disclose personal information for purposes including:

- processing ticket purchases, bookings, memberships, donations and other transactions;
- administering and facilitating attendance at events and activities held at our venues;
- communicating with you about bookings, events, venue operations, accessibility arrangements and customer service matters;
- providing customer support and responding to enquiries, feedback and complaints;
- administering promotions, competitions, surveys and audience research activities;
- operating, maintaining and improving our venues, websites, services and systems;
- understanding audience engagement, attendance patterns and customer preferences;
- facilitating accessibility services and other support services;
- managing relationships with patrons, members, donors, partners, suppliers and other stakeholders;
- undertaking marketing, promotional and fundraising activities where permitted by law;
- protecting the safety and security of patrons, staff, contractors, performers and visitors;
- investigating incidents, complaints, disputes and potential unlawful activity;
- complying with legal, regulatory and reporting obligations; and
- carrying out our internal administrative, governance, audit, accounting, risk management and business operations.

6.2. We may also use and disclose personal information for related purposes that would reasonably be expected in connection with the purpose for which the information was collected, or where otherwise authorised or required by law.

7. Ticket purchases and event attendance

7.1. If you purchase tickets to an event held at one of our venues, we may collect, use and disclose your personal information to:

- process and administer your booking;
- facilitate ticket delivery and venue access;
- communicate with you regarding your booking, including changes, postponements, cancellations or other event-related information;
- provide customer service and respond to enquiries;
- administer refunds, exchanges and other ticketing requests;
- facilitate accessibility services and other patron assistance;
- analyse attendance patterns and audience engagement; and
- maintain the safety, security and integrity of our venues and events.

7.2. We may also collect personal information, including health information or other supporting documentation, where reasonably necessary to assess requests for refunds, exchanges or other ticketing arrangements, including where you are unable to attend an event due to illness, injury, bereavement or other exceptional circumstances.



- 7.3. We may disclose personal information to event promoters, producers, presenters, venue partners and other organisations involved in presenting or delivering an event where reasonably necessary to administer bookings, operate events or provide related services.
- 7.4. We may use third-party technology providers to facilitate ticket purchases and bookings. Those providers may collect or process personal information on our behalf in connection with the operation of our ticketing platform.
- 7.5. Where permitted by law, we may also use information relating to your attendance, booking history and interactions with us to better understand audience interests and improve our events, services and communications.

8. Marketing Communications

- 8.1. Where permitted by law, we may use your personal information to send you information about upcoming events, productions, promotions, special offers, memberships, competitions, fundraising activities and other services that may be of interest to you.
- 8.2. We may send marketing communications by email, SMS, post, telephone or other electronic means where permitted by law.
- 8.3. You may opt out of receiving marketing communications from us at any time by:
- using the unsubscribe facility included in our communications;
 - updating your communication preferences where available; or
 - contacting us using the details set out in this Policy.
- 8.4. Even if you opt out of marketing communications, we may still contact you regarding your bookings, transactions, account administration, venue safety matters or other operational communications. We do not use sensitive information for direct marketing purposes without your consent.
- 8.5. Where you have expressly opted in, we may disclose your name, contact details and relevant marketing preferences to event producers, presenters, promoters or other event-related providers and partners (**Event Partners**). Event Partners may use the information to send you its own marketing communications for the purposes described when you opt in and will handle your personal information in accordance with its own privacy policy.
- 8.6. We may include information and offers from other businesses in marketing communications sent by us. We will not disclose your personal information to a business partner for that business's own direct marketing.
- 8.7. If an Event Partner contacts you directly, you may opt out using the unsubscribe mechanism in its communication or by contacting that organisation. You may also ask us not to make future disclosures of your personal information to third parties for direct marketing. Opting out of our communications will not necessarily remove your information from a third party's marketing list where it has already been disclosed.

9. Photography, Filming and CCTV

9.1. *Photography and filming:*

- (a) Our venues and events may be photographed, filmed or otherwise recorded for promotional, publicity, archival or operational purposes. Our venues may also be monitored using CCTV and other security systems for safety and security purposes, as described below.
- (b) By entering our venues or attending events, you acknowledge that your image, likeness or voice may be incidentally captured as part of crowd, audience or venue footage.
- (c) Where we intend to use identifiable images of individuals in circumstances that require consent, we will obtain that consent.

9.2. *CCTV and venue security*



- (a) For the safety and security of you, our staff, contractors and visitors, our venues may be monitored by closed-circuit television (CCTV) and other security systems.
- (b) CCTV footage may be collected, stored, used and disclosed for purposes including:
 - venue and patron safety;
 - security and loss prevention;
 - incident investigation;
 - enforcement of our Conditions of Entry; and
 - compliance with legal and regulatory obligations.

10. Disclosure of personal information

10.1. We may disclose personal information to:

- ticketing providers and ticketing technology partners;
- event promoters, producers, presenters and organisers for the purposes of the delivery of events and, where you have expressly consented, for their own direct marketing;
- venue operators and venue service providers;
- payment processors and financial institutions;
- information technology, cloud hosting and software providers;
- data hosting and cybersecurity providers;
- marketing, communications and analytics providers;
- insurers;
- professional advisers, including legal, accounting and insurance advisers;
- contractors, consultants and service providers assisting us to operate our business;
- government agencies, regulators, law enforcement bodies and courts where required or authorised by law; and
- any other person or organisation with your consent or as otherwise permitted by law.

10.2. We do not sell or trade personal information. We do not disclose personal information to third parties for their own direct marketing unless you have expressly consented to that disclosure or the disclosure is otherwise permitted by law.

10.3. We only disclose personal information where reasonably necessary for the purposes described in this Policy, where you have consented, or where otherwise authorised or required by law.

11. Overseas disclosure of personal information

11.1. We may disclose personal information to service providers who store or process information overseas, including cloud hosting providers and technology service providers.

11.2. As a result, personal information may be disclosed to, stored in or accessed from overseas jurisdictions from time to time.

11.3. Personal information may be stored or processed in Australia, the United Kingdom, the United States or countries within the European Union and other jurisdictions in which our service providers operate.

11.4. We take reasonable steps to ensure that overseas recipients handle personal information in a manner consistent with the Act or otherwise provide comparable safeguards for the protection of personal information.

12. Cookies and website technologies

12.1. When you visit our websites, we may automatically collect certain information about your device and your use of our websites through cookies and similar technologies, such as pixels and web beacons.

12.2. This information may include your IP address, browser type, operating system, device information, pages visited, referring website, the date and time of your visit and how you interact with our websites.



12.3. We use this information to:

- operate and maintain our websites;
- improve the functionality, performance and security of our websites;
- understand how visitors use our websites;
- personalise your online experience;
- measure the effectiveness of our communications and advertising; and
- assist with marketing and audience analytics.

12.4. Some cookies are necessary for our websites to function properly. Others help us improve our websites or tailor content and advertising to users.

12.5. Most web browsers allow you to manage or disable cookies through your browser settings. However, disabling cookies may affect the functionality of our websites.

12.6. Our websites may also contain links to third-party websites or services. We are not responsible for the privacy practices of those third parties and encourage you to review their privacy policies.

13. Data security and retention

13.1. We take reasonable steps to protect the personal information we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure.

13.2. We use a range of physical, electronic and administrative safeguards appropriate to the nature of the personal information we hold. These measures include secure systems, access controls, secure networks and other technical and organisational measures designed to protect personal information from unauthorised access, modification, disclosure, misuse, interference and loss.

13.3. We retain personal information only for as long as it is reasonably necessary for the purposes described in this Policy, to comply with legal obligations, resolve disputes or enforce our legal rights. When personal information is no longer required, we take reasonable steps to securely destroy or de-identify it in accordance with applicable laws.

13.4. We also require our service providers to implement appropriate security measures when handling personal information on our behalf.

14. Eligible data breaches

14.1. While we take reasonable steps to protect the personal information we hold, no method of electronic transmission or storage is completely secure.

14.2. If we become aware of an eligible data breach involving personal information that we hold, we will comply with our obligations under the Act, including notifying affected individuals and the Office of the Australian Information Commissioner where required.

15. Accessing and correcting your personal information

15.1. You may request access to the personal information we hold about you and request that we correct any information that is inaccurate, incomplete or out of date.

15.2. Requests should be made using the contact details below. We will respond to your request within a reasonable period and will provide access or make corrections where required by the Act.

15.3. In some circumstances, we may refuse access or decline to make a requested correction where permitted by law. If we do so, we will provide written reasons for our decision and information about any available complaint mechanisms.

16. Complaints

16.1. If you have a question or complaint about how we have handled your personal information, please contact our Privacy Officer via customerservice@marrinergroup.com.au.

16.2. Please provide sufficient details about your concern so that we can investigate the matter. We may contact you to request further information where necessary.





- 16.3. We will acknowledge your complaint promptly and aim to respond as soon as reasonably practicable.
- 16.4. If you are not satisfied with our response, you may make a complaint to the Office of the Australian Information Commissioner (OAIC). Information about the OAIC's complaints process is available at www.oaic.gov.au.

17. Changes to this Privacy Policy

- 17.1. We may update this Policy from time to time to reflect changes to our business practices, technology, legal obligations or the way we handle personal information.
- 17.2. The most current version of this Policy will always be available on our website and will include the date it was last updated.

18. Contact us

- 18.1. If you have any questions about this Policy, wish to access or correct your personal information, or would like to make a privacy complaint, please contact our Privacy Officer via customerservice@marrinergroup.com.au or phone 1300 11 10 11.

Last updated: 14 July 2026

