

PRIVACY COLLECTION STATEMENT

1. BRISBANE POWERHOUSE GROUP Privacy Collection Statement

Brisbane Powerhouse Pty Ltd ABN 18 091 551 290 (“**Brisbane Powerhouse**”) is committed to providing you with the highest levels of customer service. This includes protecting your privacy. Our contact details are set out at the end of this document.

1.1 Your Personal Information

Personal information collected, held and used by Brisbane Powerhouse may include your name, your partner’s name (in the case of wedding functions), your emergency contacts, address, phone number/s, email address, date of birth, gender, income, educational qualifications, credit card details and complaint or compliment details.

2. HOW WE COLLECT YOUR PERSONAL INFORMATION

We collect your personal information in a number of ways:

- Via booking forms, contracts and blue card and visa application forms;
- Through the organisation’s *Powermail* subscribe page;
- Via the organisation’s marketing and ticketing database; and
- Directly from you over the telephone, via email, via facsimile, online and in person.

3. PURPOSES FOR WHICH WE COLLECT YOUR PERSONAL INFORMATION

3.1 Ticket Holders

Brisbane Powerhouse may use personal information collected from you when purchasing a ticket or attending an event or performance at Brisbane Powerhouse to:

- Administer ticketing services, including processing your transaction, issuing your tickets and confirming booking details (this may involve posting tickets and receipts to your postal address or emailing e-tickets, booking confirmations and receipts to your email account);
- Contact you, for example:
 - if the event or performance changes, is cancelled or is postponed;
 - if we have difficulties processing your transaction or issuing your tickets to the event or performance;
 - to respond to enquiries made by you;
 - to seek feedback regarding our services and the event or performance you have attended at Brisbane Powerhouse;
- Identify you when you are visiting Brisbane Powerhouse;
- Provide you with marketing material and information about Brisbane Powerhouse products and services, competitions and up and coming events that may interest you;
- Provide you with a refund or exchange in certain circumstances;
- Process donations you have made to Brisbane Powerhouse;

- Research and develop our services; and
- Protect your health and safety while you are visiting Brisbane Powerhouse.

3.2 Hosts of Functions/Venue Hire

Brisbane Powerhouse may use personal information collected from you in connection with hiring a venue at the Brisbane Powerhouse or hosting a function to:

- Make, confirm and manage your booking (this may involve sending information and receipts to your postal address or email account);
- Contact you to:
 - obtain or clarify information provided by you about your event or function;
 - make any changes to or cancel your reservation/booking;
 - respond to enquiries made by you;
 - seek feedback regarding our services and the event or performance you have attended at Brisbane Powerhouse;
- Identify you when you are visiting Brisbane Powerhouse;
- Provide you with marketing material and information about Brisbane Powerhouse products and services, competitions and up and coming events that may interest you;
- Process your payments;
- Provide you with a refund or exchange in certain circumstances;
- Process donations you have made to Brisbane Powerhouse;
- Research and develop our services; and
- Protect your health and safety while you are visiting Brisbane Powerhouse.

3.3 Competition Participants

Brisbane Powerhouse may use personal information collected from you when entering into one of our competitions to:

- Contact and correspond with you in relation to the competitions you have entered into;
- Deliver competition prizes to you;
- Identify you when you are visiting Brisbane Powerhouse;
- Provide you with marketing material and information about Brisbane Powerhouse products and services, competitions and up and coming events that may interest you;
- Provide you with a refund or exchange in certain circumstances;
- Research and develop our services; and
- Protect your health and safety while you are visiting Brisbane Powerhouse.

3.4 Donors

Brisbane Powerhouse may use personal information collected from you when making a donation to:

- Contact and correspond with you in relation to your donation;
- Deliver benefits to you;
- Identify you when you are visiting Brisbane Powerhouse;
- Provide you with marketing material and information about Brisbane Powerhouse products and services, competitions and up and coming events that may interest you;

- Research and develop our services; and
- Protect your health and safety while you are visiting Brisbane Powerhouse.

4. MAIN CONSEQUENCES IF YOU DO NOT PROVIDE PERSONAL INFORMATION

If you do not provide the personal information we require, we may not be able to:

- process your transaction, booking or request;
- issue tickets you have purchased or make your reservation;
- contact you if an event or performance is changed, cancelled or postponed or there are any issues in relation to a booking you have made at Brisbane Powerhouse;
- contact you if you are the winner of one of our competitions;
- issue refunds or exchanges;
- issue you a receipt;
- process your donation;
- respond to your queries; or
- ensure your health and safety is protected while you are visiting Brisbane Powerhouse etc.

You therefore may not be able to attend an event or performance you would like to attend, book a function at Brisbane Powerhouse or receive prizes you have won if we do not have your personal information.

5. WHO WE DISCLOSE YOUR PERSONAL INFORMATION TO

Brisbane Powerhouse does not disclose your personal information to external sources without first requesting and receiving your permission.

The Brisbane Powerhouse ticketing system is administered by [Tickets.com](https://www.tickets.com). Brisbane Powerhouse provides [Tickets.com](https://www.tickets.com) with access to Brisbane Powerhouse's ticketing information to run reports that facilitate [Ticket.com](https://www.tickets.com)'s billing processes. [Tickets.com](https://www.tickets.com) cannot access your personal information without permission from Brisbane Powerhouse. [Tickets.com](https://www.tickets.com/privacy/)'s privacy policy is located at <http://www.tickets.com/privacy/>.

Brisbane Powerhouse does not disclose personal information to overseas recipients.

6. THE ACCURACY OF YOUR PERSONAL INFORMATION

Brisbane Powerhouse takes reasonable precautions to ensure that the personal information we collect and use is accurate, complete and up to date. However, the accuracy of this information depends to a large extent on the information you provide us. As such, we encourage you to contact us should your personal information be incorrect or require updating. Our privacy policy sets out how to contact us if you would like to correct any of your personal information held by Brisbane Powerhouse.

7. ACCESSING YOUR PERSONAL INFORMATION

You have the right to access your personal information subject to some exceptions under Australian law. Our privacy policy sets out how you can access any of your personal information held by Brisbane Powerhouse.



8. HOW TO MAKE A COMPLAINT

Our privacy policy sets out how you can make a complaint about the management of the Australian Privacy Principles by Brisbane Powerhouse or report a breach of privacy.

9. HOW TO CONTACT US

Our privacy policy is located at <http://www.brisbanepowerhouse.org/about/>

If you have any questions or concerns regarding privacy and your personal information, we can be contacted on +61 7 3358 8622 between 9am and 5pm Monday to Friday or on info@brisbanepowerhouse.org.

Alternatively, you can contact us by mail at the following address:

Brisbane Powerhouse
PO Box 364
New Farm Q 4005

This is a FARM Committee and Board approved policy

Version	Approval Authority	Approval Date	Review Period	Next Review Date
1	FARM	May 2016		March 2024
2	Board	21 September 2023	Every 2 years or as required by legislation	September 2025

DEFINITIONS

Term	Definition
Consequence	The outcome of an event, being a loss, injury, disadvantage or gain. There may be a range of possible outcomes associated with an event.
Guidelines	A general rule, principle, or piece of advice.
Framework	A basic structure underlying a system, concept, or text.
Likelihood	A qualitative description of probability or frequency.
Risk	<p>The effect of uncertainty on objectives.</p> <ul style="list-style-type: none"> • an effect is a deviation from the expected (positive and/or negative) • objectives can have different aspects such as financial, health and safety and environmental goals and can apply at different levels such as strategic, service area, project, program or process • risk is often characterised by reference to potential events, consequences, or a combination of these and how they can affect the achievement of objectives.
Risk Appetite	The level of risk that an organisation is prepared to accept in pursuit of its objectives, before action is deemed necessary to reduce the risk.
Risk Assessment	The overall process of hazard identification, risk analysis, and risk evaluation.
Risk Management	The coordinated activities to direct and control Brisbane Powerhouse regarding risk. It is measured in terms of consequence and likelihood.
Risk Owner	Is the person(s) responsible for managing risks and is usually the person directly responsible for the strategy, activity or function that relates to the risk.
Risk Rating	<p>The characterisation and rating by considering two characteristics</p> <ol style="list-style-type: none"> 1. probability or likelihood (L) of occurrence; and 2. Consequence (C) of occurrence <p>This is expressed as $R \text{ (risk)} = L \text{ (likelihood)} + C \text{ (consequence)}$.</p>

RESPONSIBILITIES

Brisbane Powerhouse board and management recognise risk management is everyone’s business, however, it is also recognised that responsibility for driving a strong risk management culture throughout an organisation requires management focus. The Brisbane Powerhouse board is responsible for the oversight of the organisation’s approach to risk management. This includes the need for the board to satisfy itself that:

- Management has a framework in place for managing risk that is suitable for the size, business objectives and overall complexity of Brisbane Powerhouse’s operations.
- The risk appetite of the organisation has been appropriately set and has been communicated to all levels of management responsible for assessment of material risks.

Brisbane Powerhouse Finance, Audit and Risk Management (FARM) Committee is responsible for coordinating the board's approach to risk oversight and ensuring management's assumptions, assertions and regular reporting are sufficiently challenged and verified including via:

- Regular review of the Board Charter and the charters of board subcommittees to ensure all key categories of risk are being addressed;
- Engaging management on the extent and format of risk information to be provided to FARM and the board; and
- FARM and board processes to allow access to management for the purposes of challenging and verifying key assumptions and assertions.

The CEO/Artistic Director has ultimate responsibility for the implementation of the Risk Management Policy and is accountable to the board. The CEO/Artistic Director is also responsible for actively pursuing a risk management culture where staff appreciate that the management of risk is not just about compliance and that risks are proactively assessed and reported, and effective risk treatment strategies implemented.

The Leadership team is responsible for identifying and prioritising material business risks and reporting on those risks to the CEO/Artistic Director and board. It is also responsible for implementation of the Risk Management Policy within the business units.

The Risk Owner is a nominated individual responsible for:

- overseeing the effective and timely management of a specific risk
- selecting appropriate risk treatment strategies to address a specific risk
- continual monitoring and reporting of a specific risk confirming mitigating controls are operating effectively and adequately address the risk exposure.

Individual Staff are responsible for assisting in the identification and management of material risks to the organisation and to operate in a safe manner.

RELEVANT LEGISLATION

- *Work Health and Safety Act 2011 (QLD)*

REFERENCES

- *Risk Management – Principles and guidelines. AS/NZS ISO 31000:2018*

RELATED DOCUMENTS

Privacy Policy

Risk Policy

Risk Register

APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	CEO/Artistic Director, Board
Administrator	Safety Advisor
Next Review Date	February 2025

Approval and Amendment History	Details
Original Approval Authority and Date	FARM Committee Approved 24 February 2022
Amendment Authority and Date	Board Approved 31 August 2023
Notes	



ATTACHMENT 1 RISK MATRIX

Risk Assessment Criteria			Consequence					
			Safety	Reputation	Financial	Organisational Objectives		
<ol style="list-style-type: none"> Identify all risks and their likelihood and consequence. Using the risk matrix determine the risk rating for each risk as follows. Identify the potential hazard and risk, move down the Consequence descriptor row to the relevant consequence(C); move across the consequence row to the corresponding likelihood(L) column; the cell where the consequence row and likelihood column meet gives the risk rating (R). Refer to the Risk Response table to identify the action required for the risk rating. Develop control measures for each risk were this is required, to reduce the risk as far as is reasonably practicable. Assess the residual risk rating after the treatment is applied and adjust the actions if the revised risk rating has not reduced. 			Minor first aid injury	Minor Injury	Injury or illness requiring medical treatment	Serious injury or illness requiring medical treatment with permanent consequences	Death or serious injury to a person	
			Self-improvement review required	Internal reviews required to reverse decline in reputation	Scrutiny required in the form of external reviews/investigations	Intense public, political and media scrutiny	Complete loss of integrity with key stakeholders	
			<\$10,000	\$10,001 - \$50,000	\$50,001 - \$500,000	\$500,001 - \$1m	>\$1m	
			Business objectives unlikely to be affected	Business objectives require monitoring	Business objectives may be threatened	Business objectives are not met	Business objectives and/or continuing viability is threatened	
			1	2	3	4	5	
			Insignificant	Minor	Moderate	Major	Catastrophic	
Likelihood	<ul style="list-style-type: none"> The event is expected to occur in most conditions 90% or greater probability 	5	Almost Certain	M (6)	H (7)	H (8)	E (9)	E (10)
	<ul style="list-style-type: none"> The event will probably occur in most conditions 50-90% probability 	4	Likely	M (5)	M (6)	H (7)	H (8)	E (9)
	<ul style="list-style-type: none"> The event could happen at some time 20-50% probability 	3	Possible	L (4)	M (5)	M (6)	H (7)	H (8)
	<ul style="list-style-type: none"> The event could happen at some time 10-20% probability 	2	Unlikely	L (3)	L (4)	M (5)	M (6)	H (7)
	<ul style="list-style-type: none"> The event may only occur in exceptional circumstances <10% probability 	1	Rare	L (2)	L (3)	L (4)	M (5)	M (6)
Extreme	Unacceptable	Must be given immediate attention			Assigned to FARM for monthly review			
High	Active Management	Must be closely managed to reduce to as low as reasonably practicable			Assigned to FARM for quarterly review			
Medium	Tolerable	Risks should be managed and monitored to reduce to as low as reasonably practicable			Assigned to relevant BPH Director			
Low	No action required	Manage and monitor with normal operational management practices			Manage by routine procedures			



**ATTACHMENT 2
RISK REGISTER TEMPLATE**

No.	Cause/Event	Current Risk Rating			Current Controls	Additional Mitigation	Target Risk Rating			Responsibility
		C	L	Risk			C	L	Risk	

PREPARED BY:	Leisa Bell Precinct Director	DATE:	17 August 2023
APPROVED BY:	Kate Gould CEO/Artistic Director	DATE:	17 August 2023