



Updated 24 May 2022

Tickets Pty Ltd owns and operates the TIX app as well as the website tix.co and its associated sites tix.com.au, Lasttix.com.au, Sportstix.com.au, Showbiz.com.au, Tixpremium.com.au, Smarttix.com.au and Whatsonlive.com.au. We have created this Privacy Policy to demonstrate our commitment to maintaining the privacy and accuracy of your personal information. We take all reasonable precautions to ensure the personal information we collect, use and disclose is accurate and current. However, the accuracy of that information depends largely on the information you provide.

When you interact with TIX – whether by downloading the TIX app, browsing one of our websites, signing up to one of our newsletters, entering a competition, or calling us to leave feedback – you are providing TIX with personal information about yourself. This Privacy Policy is to inform you about when and how TIX may collect your personal information, and what we use it for. It will also provide you with the tools you need to let us know if you want us to correct or remove your information.

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1. Scope of this Privacy Policy

1.1 General

This Privacy Policy applies to personal information collected by TIX. In broad terms, “personal information” means any information about an individual who is reasonably identifiable.

1.3 Privacy and third party organisations

This Privacy Policy only applies to TIX and its associated websites. It does not apply to any other company or organisation, including promoter and ticketing websites or social media

platforms such as Facebook and Twitter. If you are using a third party site to interact with TIX, or you navigate from the TIX website to a separate site to view advertising or to engage with a service, this activity is not covered by TIX's Privacy Policy.

2. What personal information does TIX collect?

TIX collects a wide range of personal information in the course of its operations, for purposes that are directly related to its core functions or activities. TIX collects personal information about you for the following reasons:

- Because we need it to provide a product or service you have requested – such as providing an email newsletter, entering a competition.
- Because you have provided it to us – by asking us a questions or making a complaint.
- Because we are trying to improve our services, or your experience of our services – by collecting information about you, your preferences and your use of our online services.
- For any other purpose related to the above.

3. How and why does TIX collect information?

3.1 Information you give us

TIX collects personal information which is given to us by you. You may do this because you wish to receive a particular service, or because you wish to give us feedback or make a complaint (see section 2 above).

When TIX collects personal information from you, we will generally inform you of the reason the information is being collected and how we will use it (unless the reason for collection is self-evident).

3.2 Data we collect from your website visit

TIX will automatically gather information about your visits. This information is aggregated, and is effectively anonymous to us. It helps us to improve our services by showing us what visitors do and don't use. It also assists us in detecting any problems with our service.

Information gathered includes:

- the user's server (IP) address;
- the user's top-level domain name (e.g. .au, .com, .gov);
- the date and time of the visit;
- the pages accessed and documents downloaded;
- advertising click-through metrics;
- the previous site visited; and
- the type of browser used.

No attempt will be made to identify TIX website users or their browsing activities except as required by a law enforcement agency exercising a warrant to inspect the service provider's logs.

TIX and third parties contracted by TIX make use of tracking device to enhance the functionality of this website, including the use of cookies (flash and non-flash) and web beacons. These tracking devices are not used to record any personal information (such as names, email address). If you wish to opt out of these tracking devices more information about opt-out options is available on the Your Online Choices website at www.youronlinechoices.com.au.

3.3 Information that you give us via third party platforms or services

Some TIX services and websites are integrated with third party social media services like Facebook or Twitter. You should also be aware that any posts you make on social media via TIX platforms may be publically available and able to be found via search engines. TIX strongly recommends that all users become familiar with the privacy settings and terms of your social media accounts.

3.4 Information from other sources

In some circumstances, TIX may source information about you which is on the public record, or can be requested from third parties. For example, when you apply for a job or internship at TIX, TIX will seek information from you directly, but may also collect information about you from third parties (including your previous employers and recruitment consultants).

4. Use and disclosure of personal information

TIX may use and disclose your personal information for the following purposes:

- to provide a service that you've requested;
- to measure your experience with TIX's services;
- to customise, enhance or improve TIX's services;
- to provide technical support, or respond to any enquiries;
- if permitted or required by law;
- it is necessary to prevent or lessen a serious and imminent threat to a person's life or health; or
- if you consent to the disclosure (this may be express or implied).

TIX may seek to re-publish content you provide to us (for example, competition entries or social media posts, together with your name or social media ID).

If data about your use of TIX's websites is de-identified, aggregated or otherwise made anonymous, TIX may collect, use and share that information for any purpose with third parties provided that in doing so we do not reveal any personal information and the use is related to TIX's activities.

In providing and managing the services offered by TIX, TIX may need to make your information available to third party services and content providers, including providers of cloud services, website hosts, and other ticketing companies. These third parties may be located overseas in countries including the USA, Europe and Indonesia.

TIX will ensure that any third parties who receive your personal information from TIX follow the same standards and obligations set out in this Privacy Policy, and only use your information for the specific purpose and service they are providing to you or TIX.

5. Anonymity and pseudonymity

Where possible, you may interact with TIX anonymously should you choose to do so. For example, if you wish to access offers on one of the TIX websites, you may do so without the need to sign up or sign in to access some of the content.

However, in some cases it will not be practicable to interact with you anonymously, or it may be impossible to provide the service you are requesting without some form of personal information. For example, if you wish to subscribe to an TIX email newsletter, an email address must be provided.

6. Access and correction

Individuals are entitled to obtain access to records that contain personal information about them, except to the extent that TIX is required or authorised to refuse access under any law of the Commonwealth that provides for access by persons to documents (e.g. the Freedom of Information Act 1982 (Cth)).

Individuals can obtain information regarding access to records that contain personal information about them by contacting the TIX Privacy Contact Officer (see Relevant contacts below). Individuals may also seek the correction of any information held by TIX.

TIX will take reasonable steps to ensure that the personal information it holds is accurate, relevant to its purpose, up to date, complete and not misleading.

7. Storage and security

Depending on how we received your personal information, TIX may store it in electronic and hard copy format.

TIX takes such steps as are reasonable and practicable to ensure that the personal information it holds is protected against interference, unauthorised access and other forms of misuse. Measures taken may be physical, electronic, or procedural. TIX staff are advised to treat personal information with care, and to use it in accordance with this Privacy Policy and current laws.

In some instances, including where you are using third party social media platforms to engage with TIX, these platforms are not under the control of TIX. If security is of concern to you, we encourage you to carefully consider the terms and conditions and security used by any third party platform.

8. Complaints

If you think that an act or practice of TIX has interfered with your privacy you may make a complaint to TIX. You will need to identify yourself and provide your complaint in written form addressed to the TIX Privacy Contact Officer (see Relevant contacts below).

The TIX Privacy Contact Officer will investigate your complaint and will endeavour to provide a written response within 30 days of receipt of the complaint setting out TIX's decision.

If you are dissatisfied with TIX's response to your complaint you can take your complaint to the Office of the Australian Information Commissioner (see below). The Australian Information Commissioner may then investigate and attempt to conciliate the matter.

9. Relevant contacts

You can obtain further information about TIX's Privacy Policy by contacting the TIX Privacy Contact Officer.

Post

Privacy Contact Officer
PO BOX Q352, QVB Post Shop
NSW 1230 Australia

Email

support@tix.com.au

Website

www.tix.com.au

Contact the Office of the Australian Information Commissioner (OAIC)

Contact details are set out on the OAIC website:
<http://www.oaic.gov.au/privacy/making-a-privacy-complaint>

Telephone

Enquiries line: 1300 363 992

If calling from outside Australia call +61 2 9284 9749

Facsimile

+61 2 9284 9666

Email

enquiries@oaic.gov.au

Post

GPO Box 5218

Sydney NSW 2001

Website

www.oaic.gov.au

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