



Postal Address
PO Box 7752
Wellesley Street
Auckland 1141
t. 09 369 5783
e. admin@silotheatre.co.nz

Online
silotheatre.co.nz

Privacy Policy

Silo Theatre is committed to protecting your personal information in accordance with the Privacy Act, 2020.

We collect personal information when you purchase a ticket to an event or make a donation to us at the following;

- Our website, silotheatre.co.nz
- Our office in Samoa House, 283 Karangahape Road, Tāmaki Makaurau Auckland
- Our authorised ticketing agencies and partners

When you use our website, book tickets to a Silo Theatre show, or donate to Silo Theatre, you consent to our Privacy Policy.

This privacy policy outlines why Silo Theatre collects data and how we manage your personal information.

Collecting personal information:

Silo Theatre collects information via the following:

1. Venues and ticketing agencies
2. Email newsletters and communications (Silo E-News)
3. Donations to Silo Theatre
4. Customer sign-ups through surveys, or direct requests.

Silo Theatre
Samoa House, 283 Karangahape Rd
Auckland Central 1010

Postal Address
PO Box 7752
Wellesley Street
Auckland 1141
t. 09 369 5783
e. admin@silotheatre.co.nz

We collect information including your first and last name, your email address, postal address, contact phone number, ticket information and other personal identifying attributes that will help keep your information unique and up to date.

Use of personal information:

We use this information in a number of ways, including to:

- Send email communications to you;
- Respond to requests or enquiries you make;
- Share information relevant to the event you are attending with you;
- Verify your identity;
- Contact you in case of emergency, performance cancellation or changes to shows or other events;
- Ensure you receive theatre tickets you have purchased;
- Send you physical copies of your tickets, brochures, letters or other communications and updates about Silo activities.
- Deliver replacement theatre tickets to you, when Silo Theatre decides this is required;
- Process your transaction under the terms of our credit card merchant agreements governing credit card transactions;
- Contact you in the event of difficulties finalising your transaction;
- Send you receipts or invoices, as required;
- Make adjustments to our website, communications and ticketing databases and processes;
- Conduct services, promotions, competitions, surveys and other opportunities;
- Equip third party contractors and service providers to ensure Silo Theatre can operate adequately or to administer a service to you; and/or
- Provide to third party contractors and service providers, including our venues, who work alongside Silo Theatre to stage productions and events so that they can administer communications, promotional material and information about upcoming activities;
- For any other purposes for which you have given permission.

If you decline to provide information where it is required to complete a transaction, we may not be able to finalise your transaction, or contact you in the event of a change in status of a performance or activity.

Security of your personal information:

We implement a variety of security measures to maintain the safety of your personal information. We store your personal information in a secure database on our servers. This database is only accessible by authorised persons with access to the system.

All payment information is transmitted via a third party payment provider and is only accessible by authorised persons with special access to such systems. After a transaction your credit card information will not be stored on Silo Theatre's servers.

Postal Address
PO Box 7752
Wellesley Street
Auckland 1141
t. 09 369 5783
e. admin@silotheatre.co.nz

Cookies:

Cookies help us provide a more customised service and helps you get the best out of our website. Cookies are small data files that are attached to your computer or mobile device when you visit any website. They do not provide any personally identifiable information. We do not collect any identifiable information about you unless you choose to send it to us.

We also use cookies to better understand how people use our website by, for example, enabling us to track trends and browsing preferences, so that we can deliver you an optimal experience online.

Depending on your browser, some of the Cookies we use are necessary to enable us to provide services such as selling tickets, goods and other services.

Endnote:

We may update and amend this Privacy Policy from time to time to reflect changes in our information practices or relevant laws. You can see when this Privacy Policy was last updated by referring to the date at the end of this document.

You have a right under the Privacy Act 1993 to access any personal information we hold about you and to request correction to that information. Please submit any requests in writing to:

Privacy Officer
Silo Theatre
PO Box 7752
Victoria Street West
Auckland 1141
jessica@silotheatre.co.nz

This policy was last reviewed and updated December 2020