



The Lyric Theatre, Granity, Inc.
Proprietor for The Lyric Theatre
42, 122 Powerhouse Road, Fairdown, 7891
Charity No. CC61606
IRD No. 140-813-486



Privacy Policy - www.thelyric.nz

Objective: Describe the potential collection, use, disclose and the protection of personal information of individuals

The Lyric Theatre, Granity, Inc. (TLTG) complies with the New Zealand Privacy Act 1993 (the Act) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

This policy does not limit or exclude any of your rights under the Act. If you wish to seek further information on the Act, see www.privacy.org.nz.

What is collected?

PERSONAL INFORMATION

TLTG does not collect your personal information unless you choose to provide it. Your personal information will be collected if you:

- apply to volunteer - Personal information about volunteers is stored by [Google Drive](https://www.google.com/drive)
- participate in a survey - Survey response information is stored by [SurveyMonkey.com](https://www.surveymonkey.com)
- sign up to a newsletter - Personal information about subscribers to e-newsletters is stored by [Hubspot.com](https://www.hubspot.com)
- donations/ticket purchases - Personal information about donors/ticket-holders is stored by [Raisely.com](https://www.raisely.com)

OTHER INFORMATION

TLTG collects usage information that is not personal information (this means it cannot be used to identify you). This includes but is not limited to:

- IP addresses (While IP addresses aren't personal information they can, under certain circumstances, be used by law enforcement to identify you. TLTG would only disclose this information if required by law.)
- operating system and browser information.
- details of any search engine used to arrive on our websites/apps
- the date, time and length of your interactions
- your geographical location (exactness is to city level)
- URLs of the pages/screens visited on our websites/apps, including the user 'pathway' from one page/screen to the next

How we use your personal information

We will use your personal information

- to provide services and products to you
- to market our services and products to you, including contacting you electronically (e.g. by text or email for this purpose)
- to improve the services that we provide to you
- to bill you and to collect money that you owe us, including authorising and processing credit card transactions
- to respond to communications from you, including a complaint
- to conduct research and statistical analysis (on an anonymised basis)
- to protect and/or enforce our legal rights and interests, including defending any claim
- for any other purpose authorised by you or the Act.



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Disclosing your personal information:

We may disclose your personal information to:

- another entity within our group
- any business that supports our services and products, including any person that hosts or maintains any underlying IT system or data centre that we use to provide the website or other services and products
- other third parties (for anonymised statistical information)
- any other person authorised by the Act or another law (e.g. a law enforcement agency)
- any other person authorised by you.
- A business that supports our services and products may be located outside New Zealand. This may mean your personal information is held and processed outside New Zealand, for example, cloud storage

Protecting your personal information

We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse.

Accessing and correcting your personal information

Subject to certain grounds for refusal set out in the Act, you have the right to access your readily retrievable personal information that we hold and to request a correction to your personal information. Before you exercise this right, we will need evidence to confirm that you are the individual to whom the personal information relates.

In respect of a request for correction, if we think the correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on the personal information that you requested the correction.

If you want to exercise either of the above rights, email us at admin@thelyric.nz. Your email should provide evidence of who you are and set out the details of your request (e.g. the personal information, or the correction, that you are requesting).

Internet use

While we take reasonable steps to maintain secure internet connections, if you provide us with personal information over the internet, the provision of that information is at your own risk.

- If you post your personal information on the website's [message board/comments section], you acknowledge and agree that the information you post is publicly available.
- If you follow a link on our website to another site, the owner of that site will have its own privacy policy relating to your personal information. We suggest you review that site's privacy policy before you provide personal information.
- We use cookies (an alphanumeric identifier that we transfer to your computer's hard drive so that we can recognise your browser) to monitor your use of the website. You may disable cookies by changing the settings on your browser, although this may limit certain features of the website.

Review

This policy will be reviewed every three years

Publication date: January 2024

Update due: January 2027