



## Privacy Policy

The Royal New Zealand Ballet (RNZB) is committed to protecting your personal details in accordance with the Privacy Act 1993 and principles.

This privacy statement outlines how we collect your personal information, and what we do with it. The RNZB collects information in four main ways:

1. Firstly, if you purchase a ticket to a performance by the RNZB, your details will be passed to us by the relevant ticketing agency, for example, Ticketek or Ticket Direct, if you have agreed to this. We do not receive any credit card information from ticketing agencies.
2. Secondly, if you sign up to receive our email newsletter, your email address will be recorded and held securely. You will only receive emails from the RNZB, principally the monthly email newsletter.
3. Thirdly, if you become a donor, purchase tickets or merchandise via our online store, the contact information that you supply will be recorded on our database. Your credit card details will be encrypted and transacted securely. All hard copies will be securely disposed of.
4. Lastly, if you complete an RNZB post-performance survey, you may provide your name and address. The data gathered will be stored securely with our third party communications platform, and on the RNZB's internal database. The anonymised survey data is used to assist the RNZB in improving customers' ballet experience and to provide reports to our sponsors and funders.

We record your name, postal address, contact telephone number and sometimes your email address. We only use your data for legitimate business and marketing purposes. This will principally be to let you know about future performances and events involving the Royal New Zealand Ballet.

We do not sell or transfer your details to any other organisations.

We hold your information in secure servers in New Zealand, Australia and the USA.

The RNZB will send you marketing material via our email marketing and communications platform, only if you have given or expressed permission to hear from us. We give you the opportunity to manually manage your preferences and unsubscribe.

Your information will be held securely by the RNZB on a double password protected database and will only be accessed by authorised staff members who have received appropriate training in data management and security.

The RNZB database software is shared with the Ballet Foundation of New Zealand Trust, the New Zealand Symphony Orchestra and New Zealand Opera. A limited amount of information (name, address and phone only) is visible to authorised users of those organisations. All other personal information, including ticket, membership and donation history, telephone and email contact information, correspondence and event attendance are only visible to the organisation to which they relate.

Cookies:

You can browse our website anonymously. We do not collect any identifiable information about you on our website unless you choose to give it to us. We analyse non-identifiable web traffic data for statistical purposes, but we do not personally identify users. The RNZB may store some information on your browser, commonly known as a 'cookie'. This is a small text file that a server places on your hard drive to 'remember' your browser in subsequent visits. The RNZB uses cookies to provide a more customised service and facilitate online transactions. If you do not wish to use cookies, you may be able to configure your browser so it does not accept them.

You have the right to access, correct and delete your personal information and privacy preferences at any time. If you are concerned about a breach of your privacy by the Royal New Zealand Ballet or have any questions, please contact our Privacy Officer at the address below or by emailing:

[enquiry@rnzb.org.nz](mailto:enquiry@rnzb.org.nz)

Privacy Officer  
Royal New Zealand Ballet  
P O Box 27 050  
Wellington 6141

Charities Commission Registration: CC25091

This policy was last reviewed and updated in March 2019