



Privacy Policy

The Port Augusta City Council respects the privacy of its customers.

How is personal information collected?

In-house ticketing offers our customers the ability to purchase tickets by telephone or in person at our regional Booking Office or in some instances through a website. Collection will occur at the time you make a purchase, ask to receive marketing material from us, or when you join our mail list.

What personal information does the Port Augusta City Council collect, and why?

When you purchase tickets from our Booking Office, we need to collect personal information about you. This includes your name, address, telephone number and, where applicable, credit card details. We collect this information so we can charge you for your tickets and/or contact you in the case of an event cancellation, to notify change of event details or replacement of lost tickets.

Will personal information be given to anyone else?

The Port Augusta City Council will not sell, rent or trade personal information about you to or with third parties. When transacting with the Port Augusta City Council, you will be asked whether you wish to receive marketing material from us. When the Booking Office sells tickets for events held outside the venue, the information collected by us on behalf of the promoter will not be provided to that promoter.

Security of Personal Information

The Port Augusta City Council protects the personal information it collects in a secure database which cannot be accessed by outside parties. The Port Augusta City Council employees are required, as a condition of their employment, to treat personal information held by the Booking Office as confidential, and to maintain the confidentiality of that personal information.

Anonymous Transactions

It is possible to transact with the Booking Office anonymously. Customers wishing to purchase tickets without providing personal information can make cash transactions in person at our Booking Office. However, if we do not collect personal information about you at the point of sale, we will not be able to contact you in the case of an event cancellation or changes to event details.

Access and Correction

The Port Augusta City Council strives to keep all recorded personal information accurate. Under the Privacy Act, you have a right to seek access to information that the Booking Office holds about you and correct any parts that are inaccurate, incomplete or out of date. If you wish to access the personal information that we hold about you, please set out your request in writing and forward to the Privacy Officer at the address below.

In the interests of protecting the privacy of individuals about whom we hold personal information, we will require that you verify your identity. This can be done by enclosing a copy of a form of identification such as a current driver's licence or passport with your written request (this will be returned to you after your identity has been verified).

Ordinarily, the Port Augusta City Council will not charge you for the cost of providing this type of access to these records. However, if we do propose to charge you, we will advise you of the relevant charge before we provide you with access.

If you wish to discuss our method of providing access, please contact our Privacy Officer with your query. If you wish to change personal information that is inaccurate or out of date, please contact our Privacy Officer using the contact details below with your request for correction. Our policy is to consider any requests for access or correction within 21 days.

Additional Privacy Information & How to Contact the Port Augusta City Council

The Port Augusta City Council may change its Privacy Policy at any time. The Port Augusta City Council will make available this policy to anyone who requests it, whether at the Booking Office or by use of the website (www.re-imagines.com.au). If you feel that the Port Augusta City Council is not complying with this Privacy Policy, or if you have other privacy concerns, please contact our Privacy Officer at the address below.

The Privacy Officer

Sam Yates

PO Box 398

PORT AUGUSTA SA 5700

Email: cds@portaugusta.sa.gov.au

In person – Port Augusta Cultural Centre – Yarta Purtli, Beauchamps Lane, PORT AUGUSTA