

Privacy Policy

Purpose & Scope

This policy seeks to ensure that personal information managed by the Organisation is handled in a way that is legally compliant, ethical and adheres to best practice.

Personal information is in general terms, any information about an identifiable individual. For the purpose of this policy, “the Organisation”, “we”, “our”, or “us” means the Charitable Trust: Opus Orchestra Trust.

The Organisation will update this policy when our information handling practices change, or when required. Any revised policy will take effect when it is published on our website.

1. The kinds of personal information we collect

The information collected by the Organisation relates to customers, friends or attendees at events organised by the Organisation. This will include (but is not limited to) information you have provided to confirm your identity and contact details such as your mailing address, email and contact phone numbers. By providing the Organisation with your personal information, you consent to us using and disclosing it for the purposes set out in this policy.

2. How we collect personal information

Where we can, we will collect information directly from you. Such information is collected in a number of ways including but not limited to:

1. Through your communication with us which may include emails, letters, phone conversations, meetings, or other correspondence between you and our representatives.
2. Through other interactions with our websites, social media, or direct marketing material.
3. When you otherwise interact with the Organisation or disclose personal information to it.

3. How we store and secure personal information

We keep your hard-copy or electronic records on our own secure systems or using trusted third parties. Our security safeguards include:

1. Staff education - We train and regularly remind our staff of their obligations with regard to your information.
2. Destroying data when no longer required - Where practical, we keep information only for as long as required.

4. The purposes we collect, store, use and disclose personal information

We collect, use, disclose, store, and retain your personal information so that we can carry out our activities and functions and to provide you with our services. Specifically, so that we can:

1. Provide communication on our products and services to you;
2. Send information and communications requested by you;
3. Manage our relationship with you; and
4. Update our records and ensure contact details are up to date.

5. Contact us

If you require further information on any privacy matters or wish to raise a complaint about how we have managed your information, please email: privacyofficer@opus.co.nz