PRIVACY AND COOKIES POLICY

1. INTRODUCTION

1. Thank you for visiting the Jagged Little Pill Australia website (let’s call it our “site” for short), brought to you by AKA Australia & Jagged Little Pill Australia Pty Ltd together with its affiliates (together “we”, “us” or “our”). This privacy and cookies policy (we’ll refer to it as the “Privacy Policy”), together with our terms of use (let’s call them “Terms” for short) sets out important information about the ways in which we collect and use your information when you browse our site and/or otherwise engage with us. In this Privacy Policy, when we refer to “you” and “your” we mean you, the person using or visiting our site, making purchases with us, or otherwise interacting with us.

2. By visiting our site or otherwise interacting with us, you acknowledge that you have read this Privacy Policy and you understand that we will process your personal data in accordance with this Privacy Policy.

3. Our site is not intended for children. We do not knowingly collect or maintain the personal information of children under the age of 16. If you are under the age of 16, please do not access our site at any time or in any manner. We will take appropriate steps to delete the personal information of persons under the age of 16.

2. ABOUT US

1. We are Jagged Little Pill Australia Pty, Ltd, Jagged Little Pill US, Theatre Royal Sydney, Trafalgar Entertainment Group Limited, and GWB Entertainment.

2. Jagged Little Pill Australia Pty Ltd
   50 Sir Donald Bradman Drive
   Mile End SA 5031

3. If you have any queries about this Privacy Policy, or our site, or would like to contact us for any reason, including in relation to any complaints, please do so either by writing to us at our address above, or using the following details: Email: TrafalgarManagement@trafalgarentertainment.com

3. INFORMATION WE MAY COLLECT ABOUT YOU

1. Information you give us:

   1. We will collect any information you provide to us when you:
      1. submit your details to us in order to be added to our mailing list;
      2. make an enquiry, provide feedback, or make a complaint over the phone, by email or on our site;
      3. fill out a feedback form at any of our theatres or events;
4. enter one of our promotions or surveys;
5. ‘follow’, ‘like’, post to, or interact with, our social media accounts, including Facebook, LinkedIn, Instagram, and Twitter.

2. This information might include (depending on the circumstances):
   1. identity and contact data: your name, address, email address and phone number;
   2. survey data: any information that you provide as part of our surveys;

2. Information we collect about you
   1. Information contained in correspondence: We will collect any information contained in any correspondence between us. For example, if you report a problem to us by email, telephone, or post we may keep a record of that correspondence.
   2. Site usage data: We may also collect certain information about your visits to our site and how you use it. This may include your IP address, geographical location, device information, browser type, referral source, length of visit, operating system, number of page views and similar information. This information may be collected by a third party website analytics service provider on our behalf and/or may be collected using cookies. For more information on cookies please refer to paragraph 6 below.
   3. CCTV footage: If you visit our theatre and offices, your image and voice may be captured by our CCTV cameras.

3. Information we receive from third parties
   1. Service providers: We may collect information about you from third parties that we work closely with for the purposes of delivering to you the services that you have requested. For example, if you have purchased a ticket to the production, your details will be shared with us by the Theatre’s ticketing provider that we can manage seating and your booking at the Theatre. We may also engage third parties to operate our technology or sites for us. These entities may collect information directly from you about your visits to the site on our behalf.
   2. Social media plugins: we currently use social media plugins from the following service providers: Facebook and Instagram. By providing your social media account details you are authorising that third-party provider to share with us certain information about you.
   3. Your contacts: We may also receive information about you from third parties, where you have consented to such third party sharing your information with us for specific purposes. For example we might receive information about you from third parties if you have indicated to that third party that you would like to hear from us, with more information about our services.

4. HOW WE USE INFORMATION ABOUT YOU
   1. We will use your information for the purposes listed below either on the basis of:
      1. performance of your contract with us and the provision of our services to you;
      2. your consent (where we request it);
      3. where we need to comply with a legal or regulatory obligation; or
      4. our legitimate interests or those of a third party.
   2. We use your information for the following purposes:
      1. to provide you with access to our site including sharing your information with our site hosts and developers (on the basis of our legitimate interest to ensure our site is presented in an effective and optimal manner);
2. to provide you with any services or information that you may have requested from us (either on the basis of your consent where we have requested it, or on the basis of performing our contract with you and on the basis of our legitimate interest in providing the correct services to our site users and customers);

3. to manage our relationship with you, including notifying you about changes to our Terms or Privacy Policy and asking you to leave a review or take a survey (on the basis of performing our contract with you, to comply with our legal obligations and on the basis of our legitimate interests to keep our records updated and study how our site and services are used);

4. to keep in contact with you about our news, events, new site features, services, or productions that we believe may be of interest to you, provided that we have the requisite permission to do so (either on the basis of your consent where we have requested it, or our legitimate interests to provide you with marketing communications where we may lawfully do so);

5. to share your information with other selected third parties, to enable them to contact you with information about goods or services that may interest you (where you give us your consent to do so);

6. to interact with users on social media platforms including Facebook, LinkedIn, Twitter, Pinterest, and Instagram, for example, responding to comments and messages, posting, ‘retweeting’ and ‘liking’ posts (on the basis of our legitimate interest in promoting our brand and communicating with interested individuals);

7. to provide customer service and support or deal with enquiries, and share your information with our website developer and IT support provider (on the basis of our legitimate interest in providing the correct and services to our site users and customers and to comply with our legal obligations);

8. to enable you to take part in prize draws, competitions, and surveys (on the basis of performing our contract with you and our legitimate interest in studying how our site and services are used, to develop them and grow our business);

9. to improve our site and ensure that content from our site is presented in the most effective and optimal manner (on the basis of our legitimate interests in keeping our site updated and relevant and improving security and optimisation of our network, site, and services);

10. to carry out aggregated and anonymised research about general consumer engagement with our sites and services (on the basis of our legitimate interest in providing the right kinds of services to our site users and customers);

11. to enable us to comply with laws, our policies and procedures, to enforce protect or defend, legal rights (including those of third parties such as producers of shows performed at the theatre), or to protect the rights, property or safety of our employees and to share information with our technical and legal advisors (on the basis of our legitimate interests to operate a safe and lawful business or where we have a legal obligation to do so);

12. to enable us to assist managing your booking, seating, access requirements to the production and;

13. to protect, investigate, and deter against fraudulent, unauthorised, or illegal activity, including identity fraud (on the basis of our legitimate interests to operate a safe and lawful business or where we have a legal obligation to do so).

3. As outlined above, in certain circumstances we may use your personal information to pursue legitimate interests of our own or those of third parties. Where we refer to using your
information on the basis of our “legitimate interests”, we mean our legitimate business interests in conducting and managing our business and our relationship with you, including the legitimate interests set out above. Where we use your information for our legitimate interests, we make sure that we take into account any potential impact that such use may have on you. Our legitimate interests don’t automatically override yours and we won’t use your information if we believe your interests should override ours unless we have other grounds to do so (such as your consent or a legal obligation). If you have any concerns about our processing please refer to details of paragraph 9 below).

5. **WHO WE MIGHT SHARE YOUR INFORMATION WITH**

1. In connection with the purposes and on the lawful grounds described above and in addition to the recipients of your information as described above, we will share your personal information when relevant with third parties such as:
   1. our subsidiaries and/or affiliates where necessary in connection with any of the purposes outlined in paragraph 4 above;
   2. our service providers any other selected third parties that we work with where necessary for the purposes of delivering you any services that you request from us. This includes, for example, third party sub-contractors or service providers who help us host our site and provide our ticketing services, IT, system administration and security services, marketing and advertising services, payment services, legal, accountancy and other professional advice services and recruitment services;
   3. any other selected third party that you consent to our sharing your information with for marketing purposes;
   4. any prospective seller or buyer of our business or assets, in the event that we decide to sell or buy any business or assets;
   5. regulators and governmental bodies: Australian Tax Office, regulators, governmental bodies and other authorities acting as processors or joint controllers, based in Australia, who require reporting of processing activities in certain circumstances; and
   6. any other third parties (including professional advisers, regulatory authorities, courts, law enforcement agencies and government agencies) where necessary to enable us to enforce our legal rights, or to protect the rights, property or safety of our employees or where such disclosure may be permitted or required by law.

7. The sharing of personal data with third parties as set out above will, where necessary, involve the transfer and processing of personal data outside of Australia and/or the United Kingdom.

6. **COOKIES**

1. We use cookies to ensure that you get the most out of our site. Cookies are small amounts of information in the form of text files which we store on the device you use to access the site. Cookies allow us to monitor your use of the software and simplify your use of the site. For example, a temporary cookie is also used to keep track of your “session”. Without that temporary cookie (which is not stored after you quit your browser) you would have to log on every time you access a new page.

2. If you do not wish for cookies to be installed on your device, you can change the settings on your browser or device to reject cookies. For more information about how to reject cookies using your internet browser settings please consult the “Help” section of your internet browser (or alternatively visit [http://www.aboutcookies.org](http://www.aboutcookies.org)). Please note that, if you do set your Internet browser to reject cookies, you may not be able to access all of the functions of the site and your experience may be less satisfying without using cookies.

3. Our site may also contain content and links to other sites that are operated by third parties that may also operate cookies. We don’t control these third party sites or cookies and this
7. HOW WE LOOK AFTER YOUR INFORMATION AND HOW LONG WE KEEP IT FOR

1. We use appropriate technological and operational security measures to protect your information against any unauthorised access to or unlawful use, such as:
   1. ensuring the physical security of our offices, theatres, and other sites;
   2. ensuring the physical and digital security of our equipment and devices by using appropriate password protection;
   3. maintaining a data protection policy for, and delivering data protection training to, our employees; and
   4. limiting access to your personal information to those in our company who need to use it in the course of their work.

2. We will retain your information for as long as is necessary to provide you with the services that you have requested from us or for as long as we reasonably require to retain the information for our lawful business purposes, such as for the purposes of exercising our legal rights, or for as long as the law otherwise permits. We operate a data retention policy and look to find ways to reduce the amount of information we hold about you and the length of time that we need to keep it.

3. Transmission of information over the internet can be insecure, and although we employ measures to protect your information from unauthorised access, you acknowledge that we cannot always guarantee the security of information sent over the internet.

8. YOUR RIGHTS TO THE INFORMATION WE HOLD ABOUT YOU

1. You have certain rights in respect of the information that we hold about you, including:
   1. the right to be informed of the ways in which we use your information, as we seek to do in this Privacy Policy;
   2. the right to ask us not to process your personal data for marketing purposes;
   3. the right to request access to the information that we hold about you;
   4. the right to request that we correct or rectify any information that we hold about you which is out of date or incorrect;
   5. the right to withdraw your consent for our use of your information in reliance of your consent (refer to paragraph 4 above to see when we are relying on your consent), which you can do by contacting us using any of the details at the top of this Privacy Policy;
   6. the right to object to our using your information on the basis of our legitimate interests (refer to paragraph 4 above to see when we are relying on our legitimate interests), or those of a third party, and there is something about your particular situation which makes you want to object to processing on this ground;
   7. the right to receive a copy of any information we hold about you (or request that we transfer this to another service provider) in a structured, commonly-used, machine readable format, in certain circumstances;
   8. in certain circumstances, the right to ask us to limit or cease processing or erase information we hold about you.

2. Please note that we may need to retain certain information for our own record-keeping. We may also need to send you service-related communications relating to your use of our site or services even when you have requested not to receive marketing communications.
9. **How to exercise your rights**

1. You may exercise your rights above by contacting us using the details in paragraph 2 of this Privacy Policy, or in the case of preventing processing for marketing activities also by checking certain boxes on forms that we use to collect your data to tell us that you don’t want to be involved in marketing.

10. **What we need from you to process your requests**

1. We may need to request specific information from you to help us confirm your identity and to enable you to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

2. You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances. We will try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

11. **SHARING DATA DIRECTLY WITH THIRD PARTIES**

1. Our site may include links to third-party websites, plug-ins, and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our site, we encourage you to read the privacy notice of every website you visit.

12. **CHANGES TO THIS PRIVACY POLICY**

1. We may make changes to this Privacy Policy from time to time. We will post any changes to our site, or notify you of any material changes by e-mail. Any changes will come into effect the next time you engage with us after the changes have been notified.

*This Privacy Notice was updated on 17 April 2021*