

PRIVACY POLICY

The terms and conditions set out below (Terms and Conditions) constitute a binding contract between Sinewave Festival Pty Ltd ABN 177 0180 4097 (together the Promoter) and the person holding or using a ticket to a Sinewave Festival event (Event). This applies irrespective of whether the ticket was purchased by the person holding or using the ticket and applies to any subsequent holders or recipients of the ticket (you or your).

Privacy Policy

Sinewave Festival Pty Ltd ("we", "our", or "us") is committed to protecting the privacy of all our customers. The Privacy Act (1988) (Cth) (Privacy Act) and the Australian Privacy Principles (APPs) set out in Schedule 1 of the Privacy Act, and the EU General Data Protection Regulation 2016/679 (GDPR) govern the collection, storage, use, and disclosure of information by which individuals may be Identified.

This Privacy Policy details how we comply with these laws regarding the collection, use, storage, sharing, and protection of your information and data.

Types of Information We Collect

- **Personal Information:** information that can be used to personally identify you, such as your name, date of birth, gender, telephone number, address, email address, photographs or videos where you are personally identifiable, and in some circumstances financial information such as your credit card or payment details.
- **Usage Information:** anonymous aggregate data automatically collected through your use of our website. This includes information such as device type, operating system, IP address, and access times.

How We Collect Your Personal Data

We collect your Personal Data directly from you unless it is unreasonable or impractical to do so. This may occur when:

- you contact us by email, telephone, or in writing;
- you complete a form on our website;
- you purchase or transfer a ticket through third-party ticket merchants;
- you are recorded or photographed at our events.

We may also collect information from third parties such as contractors, business partners, advertisers, and government entities.

Cookies

We may collect Usage Data through cookies and other tracking technologies. Cookies help our website remember your actions and preferences over time. You may disable cookies in your browser, but this may affect site functionality.

Why We Collect Your Personal Data

We collect information about you to:

- enable us to provide our products and services;
- verify your identity;
- process transactions and issue invoices;
- improve our products and services;
- provide you with event information and updates (with your consent);
- comply with legal obligations.

We will not sell, rent, or license your personal information without your consent.

Who We Disclose Your Data To

We may disclose your information to:

- our employees, contractors, or service providers;
- ticket merchants, sponsors, or partners;
- government authorities or law enforcement if required by law;
- third parties you authorise.

Your Rights

You have the right to:

- access and correct your personal information;
- withdraw consent for marketing communications;
- request deletion or restricted processing of your data in certain circumstances.

Security

We implement reasonable technical and organisational measures to protect your data. However, no system is completely secure, and we cannot guarantee absolute security. In the event of a data breach likely to result in serious harm, we will notify the relevant authorities and affected individuals as required by law.

Overseas Disclosure

Your data may be transferred to service providers located outside Australia. Where this occurs, we ensure compliance with applicable privacy standards.

Contact Us

If you have any questions or concerns about this Privacy Policy, please contact:

Privacy Officer
Sinewave Festival Pty Ltd ABN
Gold Coast, QLD
Email: info@sinewavefestival.org

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (<https://www.oaic.gov.au>) or the European Data Protection Supervisor (<https://edps.europa.eu>).