

Privacy Policy

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Privacy Policy

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1. About us

We, Venues NSW, own and operate five distinct precincts, six stadiums and two entertainment centres for and on behalf of the people of NSW in the Sydney, Illawarra and Hunter regions. In this Policy these are referred to as **our venues**, and include:

- [Sydney Cricket Ground, Moore Park](#)
- [Allianz Stadium, Moore Park](#)
- [Accor Stadium, Sydney Olympic Park](#)
- [CommBank Stadium, Parramatta](#)
- [WIN Stadium, Wollongong](#)
- [WIN Entertainment Centre, Wollongong](#)
- [McDonald Jones Stadium, Newcastle](#)
- [Newcastle Entertainment Centre and Showground, Newcastle.](#)

Venues NSW was established on 1 December 2020 under the *Sporting Venues Amendment (Venues NSW) Act 2020* (NSW). We work closely with partner agencies, the private sector, sports partners, and charity and community partners (**our partners**).

2. About this policy

As a NSW Government agency, we have obligations under the [Privacy and Personal Information Protection Act 1998](#) (NSW) (**PPIP Act**) and the Information Protection Principles (**IPPs**).

This Privacy Policy (**Policy**) generally outlines how we collect, use and disclose your personal information and other matters as required under the PPIP Act. This Policy applies to experiences you may have at our venues and when you engage with us directly.

This Policy does not exhaustively describe how your personal information is collected, used and disclosed by all parties that are involved with events that take place at our venues. This Policy should be read in conjunction with terms and conditions that relate to the respective precinct, stadium or entertainment venue's privacy policy (where applicable) and conditions of entry. The conditions of entry are displayed at the entrance to our venues.

There may be other terms and conditions or requirements that are specific and relevant to the events held at our venues. This information will typically be available at the ticketing point of sale for each event.

3. How we handle personal information

We collect personal information where it is necessary for us to perform our functions. The types of personal information we collect and the ways in which we use or disclose personal information are generally outlined in the three categories described in this section.

In most circumstances, providing your personal information to us is voluntary. However, in some contexts, if you do not wish to provide your personal information, we may not be able to provide you with a service that you have requested from us, or you may be unable to enter our venues.

3.1. Engaging with us

We will collect personal information about you when you engage with us via our website or otherwise contact us with an enquiry. We will also collect and use limited personal information about you when you are a part of a mailing list for one or more of our venues that you have either signed up for directly or has been provided to us by one of our partners.

The types of personal information we collect when you engage with us include your full name, email address and phone number. We will use your personal information to answer your enquiry if you have contacted us directly, or to inform you about events and activities at our venues that may be of interest to you.

If you apply for an employment opportunity with us, we will only collect and use the personal information you provide to us in relation to that employment opportunity, or other suitable opportunities with us that may arise.

3.2. Your experience at a Venues NSW venue

Our venues offer a range of experiences, including:

- ticketed events
- function facilities and hospitality hire
- memberships
- tours
- health and fitness clubs.

The specific types of personal information we collect from you will vary in relation to each experience, and may include your full name, email address, phone number, postal address, date of birth, and (if required, for example, for a health and fitness club) health information about you.

Generally, we will only collect the personal information from you that is necessary to provide you the relevant experience. More information about how personal information is collected, used and disclosed in relation to the experiences provided at each of our venues is available in the conditions of entry for each venue or is available in the relevant application forms that relate to venues memberships and clubs.

We may collect limited personal information (name, email address) about you when you attend a ticketed event at our venues, provided to us by the relevant third-party ticketing service. The disclosure of this personal information from the ticketing provider to Venues NSW is governed by the applicable terms and conditions at the point of sale for each ticket. We may use this information where it is necessary for safety and security (described below) or to contact you to invite you to participate in an optional survey about your experience at our venues after an event.

3.3. Safety and security

Venues NSW is responsible for maintaining the security of the stadiums it operates, including (and especially) during ticketed events. The safety and security of patrons attending our venues is of paramount importance to us. We use a range of safety and security measures at our venues that require the collection and use of personal information.

If you attend our venues, we will collect a recording of you via surveillance cameras. We use surveillance cameras to monitor and manage the flow of crowds, and to minimise and detect any unlawful activity or threats to safety. We use fixed closed-circuit television (CCTV) cameras at all our venues. At some events, security personnel will use body-worn cameras. Some of our CCTV cameras are equipped with facial recognition technology.

Our facial recognition technology is configured so that individuals are only identified if there is high-probability match between an individual at our venues and a facial image stored securely in our system. We store facial images for facial recognition purposes in very limited circumstances - where an individual is prohibited from entering our venues, or we have a reasonable belief that an individual poses a risk to the safety and security of a venue or other patrons.

We may use recordings captured by CCTV cameras to review venue security or to verify safety or security incidents that we identify or that may be reported to us. We may collect additional personal information from the individuals involved or from third parties to investigate or verify the circumstances relating to a safety or security incident. Depending on the circumstances, this may include the collection of health information.

We may disclose information relating to safety and security incidents to third parties or to law enforcement where we believe that the use or disclosure is reasonably necessary to assist a law enforcement body or an agency responsible for government or public security in the performance of their functions, or where we are required or authorised by law to disclose the information.

4. How we protect personal information

We take reasonable steps to ensure your personal information is kept safe and secure and comply with the [NSW Cyber Security Policy](#).

Venues NSW is subject to the *State Records Act 1998* (**SR Act**) and must retain or dispose of certain records, such as records relating to security breaches or incidents, accordingly. The SR Act establishes a statutory framework for authorising the disposal of State records and determines which records must be retained as State archives.

Venues NSW is subject to the NSW Mandatory Notification of Data Breach Scheme and is required to take reasonable steps to prevent the loss, misuse, unauthorised disclosure, or modification of personal information from occurring.

5. How to access or correct personal information

Under the PPIP Act, we are required to ensure the information we collect about you is accurate, up to date and complete. You have the right to request access, and/or to amend (e.g., to make corrections, deletions or additions) the personal information we hold about you, and we are required to action your request without excessive delay or expense. Should you wish to access or correct your personal information, you can contact us using the details contained in 6. *How to make an enquiry or complaint* below.

6. How to make an enquiry or complaint

If you would like to learn more about how we handle your personal information or wish to make a complaint about the way in which we have handled your personal information, you have the right to make a privacy complaint under the PPIP Act. Privacy enquiries and complaints can be submitted in the following ways:

- Via our online form: [Enquiry form \(venuesnsw.com\)](#)
- By phone: 02 9360 6601
- By email: info@venuesnsw.com
- By post: GPO Box 150, Sydney NSW 2001

If you're not satisfied with the way we've handled your enquiry or complaint, you can raise your concerns with the NSW Information and Privacy Commission:

- By email: ipcinfo@ipc.nsw.gov.au
- By phone: 1800 472 679
- By post: GPO Box 7011, Sydney NSW 2001.

For more information on how to contact the NSW IPC, you can visit the [NSW IPC website](#).

This Policy may change from time to time. A copy of the most current Privacy Policy is published on our website. The last updated date is specified at the beginning of this document.