

ASOC Internet Policies and Procedures

Privacy Policy

Introduction

The Artists Society of Canberra Inc (ASOC) is committed to protecting the privacy of personal information it collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

Purpose

The purpose of this policy is to provide a framework for ASOC in dealing with privacy considerations.

Policy

ASOC collects and administers a range of personal information for the purposes of membership, exhibition and tutorial management. ASOC is committed to protecting the privacy of personal information it collects, holds and administers.

ASOC recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies and are compliant with *The Privacy Act, 1988* (Cth).

ASOC is bound by laws which impose specific obligations when it comes to handling information and has adopted the following principles as minimum standards in relation to handling personal information.

ASOC will

- Collect only information which the organisation requires for its primary function;
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their own information, and the right to seek its correction.

Delivery Policy for Online Orders

The products provided by ASOC are: membership of the Society; places in workshops and the Summer Art Experience; and entry of artworks for exhibition. These products may be provided exclusively for ASOC members or may be open to the general public, e.g. open exhibitions. ASOC does not sell products that result in the delivery of physical goods and services.

If you have ordered ASOC products online you can expect the following actions to occur:

- If you have used an ASOC form and processed payment you will receive an immediate notification on the web thanking you for your purchase.

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- If your payment has been processed by credit card using the eWay gateway for payment, you will receive an email confirmation from eWAY containing your order details within a few minutes of your order (if you have provided your email address).

ASOC does not sell physical goods, therefore no delivery details of a physical product will be provided.

ASOC Membership

ASOC Membership products will result in a membership card being mailed within two weeks of receipt of membership payment.

Workshops and Summer Art Experience

Places in workshops will only be accepted up to a maximum number determined by the tutor and ASOC. If the workshop is marked full, forms will be accepted without payment for a waiting list.

If you have been successful in gaining a workshop place you will be emailed an acknowledgement and a materials list once payment is deemed complete.

Exhibitions

If you have submitted an online entry form to an exhibition you will receive a copy of that form via email as an acknowledgement. The online terms and conditions for the exhibition will include details for the drop off and collection of artworks.

Contact details if you experience difficulties are on our website: <https://asoc.net.au/asoc-contact/>.

Refund and Returns Policy

As ASOC does not deal in physical products refunds are not applicable for physical products

The policies for products provided by ASOC are:

Memberships

There are no refunds on membership payments.

Workshops and Summer Art Experience

Workshops, including workshops at the Summer Art Experience, require a minimum number of enrolments to proceed.

Payment must be received in full at the time of booking.

If the workshop is marked full, forms will be accepted without payment for a waiting list.

Refunds will only be given at ASOC's discretion and if:

- Payment is received after the workshop has been filled.
- The workshop is cancelled by ASOC (e.g. due to insufficient numbers).
- The participant withdraws from the workshop at least 14 days prior to commencement of the workshop. NOTE: a \$25 cancellation fee will apply.

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- Withdrawals received within 5 days of the workshop commencement will be processed as above only if there is another person on the wait list who is able to attend the workshop. If there is no person on the wait list, no refund will be provided; however, attendance is transferable to a friend.

The request to withdraw from the workshop must be made in writing (including by email) to the Workshop Co-ordinator before the commencement of the workshop. Non-attendance without notification of withdrawal will not receive a refund.

Exhibitions

For exhibition entries:

- refunds will only be provided in the period up to the close of exhibition entry;
- after the close of the exhibition entry period no refunds will be given for withdrawal of entries; and
- please refer to the terms and conditions for each exhibition.

The terms and conditions for ASOC exhibitions state that all exhibitors are responsible for their own insurance. While ASOC will take all care, it does not accept any responsibility for loss, theft or damage.

The proceeds from the sale of artworks at exhibitions are non-refundable and will be a matter for discussion between the exhibiting artist who has sold the art work and the purchaser. ASOC will endeavour to provide the purchaser's contact details to the selling artist.

COMPLAINTS

If you wish to lodge a complaint about our handling of your personal information or our compliance with our privacy policy or Privacy Law, contact details are on our website: <https://asoc.net.au/asoc-contact/>.

We will contact you to acknowledge your complaint as soon as possible after receiving your complaint. We will investigate your complaint and provide you with a written response. If we are unable to resolve your concern, you may request an independent person to investigate your complaint, such as the Privacy Commissioner.