

Privacy Policy

The Milton Folk Jazz & Blues Festival ("the Festival") is committed to protecting your privacy. This policy explains how we handle your personal information in accordance with the Australian Privacy Principles.

1. What Personal Information We Collect

We may collect the following personal information:

- Name, email address, and phone number
- Donation and payment details (processed through secure third-party platforms)
- Ticket purchase information
- Volunteer application details (name, contact details, availability, skills)
- Correspondence you send to us

2. How We Use Your Information

We collect and use your personal information to:

- Send festival updates, newsletters, and program information
- Process ticket purchases and donations
- Coordinate volunteers and festival operations
- Respond to enquiries and feedback
- Improve future festival events

We store your information securely using password-protected systems and trusted third-party platforms (such as email service providers and ticketing platforms). We retain your information only as long as necessary for these purposes.

We may disclose your information only when:

- Required by law
- Necessary to process transactions (e.g., to our ticketing provider)
- You have given us permission to do so

3. Your Information Will Not Be Sold or Rented

We will never sell, rent, or share your personal information with third parties for their marketing purposes. You will not receive spam from us or other organisations as a result of providing your information to the Festival.

4. Access, Correction, and Unsubscribing

You have the right to:

- Access the personal information we hold about you
- Request corrections to your information
- Unsubscribe from our email list at any time

To exercise these rights, email us [here](#) with your request. All our emails include an unsubscribe link.

5. Complaints and Privacy Breaches

If you believe we have breached the Australian Privacy Principles, please contact us [here](#) with details of your complaint. We will:

- Acknowledge your complaint within 7 days
- Investigate the matter promptly
- Provide a response within 30 days
- Work with you to resolve the issue

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au

6. Disclosure to Third Parties

We use trusted third-party service providers to help run the Festival, including:

- Email service providers (for newsletters)
- Ticketing platforms (for ticket sales)
- Payment processors (for donations and purchases)
- Cloud storage services

These providers may be located overseas. We ensure they handle your information securely and in accordance with privacy standards. We do not otherwise disclose your personal information to overseas organisations.

7. Contact Us

For privacy-related questions, concerns, or requests, please contact:

Milton Folk Jazz & Blues Festival [Email](#): Website: www.miltonfolkjazzbluesfestival.com

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