

Privacy Policy

Sydney Youth Orchestras respects your privacy. We collect personal information about you in order to deliver our program, provide information relevant to your membership, process your audition application, provide your tickets, process your payment arrangements and contact you in case of changes to our program and activities. If the information is not provided, Sydney Youth Orchestras may not be able to provide these services to you.

Unless you tell us otherwise Sydney Youth Orchestras may also use this information to send you material about future Sydney Youth Orchestras' program, performances and events and to conduct market research.

If you do not wish your information to be used for any of these purposes or wish to gain access to the information Sydney Youth Orchestras holds about you, contact Sydney Youth Orchestras' Privacy Officer c/o the Chief Executive Officer, Sydney Youth Orchestras, 182 Cumberland Street, The Rocks NSW 2000, by e-mail to info@syo.com.au or by telephone on (02) 9251 2422.

Information Collection and Use

Sydney Youth Orchestras is the sole owner of the information collected on this site. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement. Sydney Youth Orchestras collects information from our users at several different points on our website and stores them on our database.

Audition Application

We request information from a user on audition application forms. Here a user must provide some personal information (like date of birth and musical instrument), contact information (like full name, address, phone numbers and email address) and financial information through Westpac PayWay (like credit card number, expiration date). This information is used to ensure the correct audition excerpts are sent, for billing purposes and to complete applications. If we have trouble processing an application or subsequent payment, this contact information is used to get in touch with the user. We may disclose the personal information collected for the stated purposes to our banks, financial providers and third party payment processing solution providers. If you choose to not provide us with the requested personal information, we may be unable to accept and process your application.

Cookies

A cookie is a piece of data stored on the user's hard drive containing information about the user. Usage of a cookie is in no way linked to any personally identifiable information while on our site. Once the user closes their browser, the cookie simply terminates. If a user rejects a cookie, they may still use our site. The only drawback to this is that the user will be limited in some areas of our site. Cookies can also enable us to anonymously track the interests of our users to enhance the experience on our site.

Log Files

We use IP addresses to analyse trends, administer the site, track user's movement, and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information.

Sharing

Sydney Youth Orchestras may share aggregated demographic information with our partners and advertisers. This is not linked to any personal information that can identify any individual person.

Links to other websites

This web site contains links to other sites. Please be aware that Sydney Youth Orchestras is not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each and every web site that collects personally identifiable information. This privacy statement applies solely to information collected by this Web site.

SYO Newsletter

If a user wishes to subscribe to our newsletter, we ask for contact information such as name and email addresses.

Surveys & Contests

Sydney Youth Orchestras may from time-to-time request information from users of this website via surveys or contests. Participation in these surveys or contests is completely voluntary and the user therefore has a choice whether or not to disclose this information. Information requested may include contact information (such as name and address), and demographic information (such as postcode, age level, ensemble name). Contact information will be used to notify any winners and award prizes. Survey information will be used for purposes of monitoring or improving our program and the services we provide.

Updating Personal Information

If a user's personal information changes, or if a user no longer wishes to remain in contact with us, we will endeavour to correct, update or remove that user's personal data provided to us. This can usually be done by emailing us at info@syo.com.au or calling (02) 9251 2422.

Notification of Changes

The information presented in this policy relates to our current privacy standards and we may vary these from time to time. Significant changes to our privacy policy, we will be posted on our website so our users are always aware of what information we collect and how we use it. We will use information in accordance with the privacy policy under which the information was collected.

Sydney Youth Orchestras Website: Copyright and Disclaimer

Unless otherwise stated, all content on this website is copyright Sydney Youth Orchestras and must not be re-used without prior written permission from Sydney Youth Orchestras.

Every reasonable effort has been made to ensure that the information presented on this website is correct and up to date, and Sydney Youth Orchestras reserves all rights to change any information on this website at any time without notice.

Please contact us if you have any queries.

Email: info@syo.com.au

Postal address: 182 Cumberland Street, The Rocks NSW 2000