



## **Privacy Policy - Lighthouse Burnett Heads Special Events Pty Ltd (trading as Lighthouse Presents)**

### **1. Introduction**

Lighthouse Burnett Heads Special Events Pty Ltd (ABN 41 666 329 979), trading as Lighthouse Presents is committed to protecting your privacy and handling your personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth).

This Privacy Policy explains how we collect, use, disclose and protect your personal information when you interact with us, including via our website ([lighthousepresents.com.au](http://lighthousepresents.com.au) and [lighthouserock.com.au](http://lighthouserock.com.au)), events, ticket purchases and competitions.

### **2. What Information We Collect**

We may collect the following types of personal information:

- Name
- Email address
- Phone number
- Postal address

- Ticket purchase and event attendance information
- Competition entry details (e.g. artist preference selections)
- Marketing preferences
- Any other information you provide when contacting us

We may also collect non-personal information such as browser type, device information and website usage data via cookies.

### **3. How We Collect Information**

We collect your information when you:

- Purchase tickets to our events
- Enter competitions or promotions
- Subscribe to our mailing list
- Contact us via email, social media or website forms
- Interact with our website (via cookies and analytics tools)

### **4. How We Use Your Information**

We use your personal information to:

- Process ticket purchases and event participation
- Administer competitions and promotions
- Communicate event updates and important information
- Provide customer support
- Send marketing communications (where you have opted in)
- Improve our events, services and website

### **5. Marketing Communications**

We may send you marketing communications about upcoming events, offers and promotions.

You can opt out at any time by:

- Clicking “unsubscribe” in our emails
- Contacting us directly

## **6. Disclosure of Personal Information**

We may share your personal information with:

- Ticketing providers and event partners
- Marketing and promotional partners (e.g. radio partners such as Triple M)
- Service providers (IT, email platforms, analytics providers)
- Regulatory authorities where required by law

We do not sell your personal information.

## **7. Data Security**

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

However, no system is completely secure, and we cannot guarantee absolute security.

## **8. Cookies and Website Tracking**

Our website may use cookies and analytics tools to:

- Understand how users interact with our website
- Improve user experience
- Support marketing and advertising

You can disable cookies through your browser settings.

## **9. Access and Correction**

You have the right to:

- Request access to the personal information we hold about you
- Request corrections if your information is inaccurate or incomplete

To do so, please contact us using the details below.

### **10. Third-Party Links**

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those sites.

### **11. Changes to This Policy**

We may update this Privacy Policy from time to time. Any changes will be published on this page.

### **12. Contact Us**

If you have any questions or concerns about this Privacy Policy, or wish to access or correct your information, please contact:

**Lighthouse Burnett Heads Special Events Pty Ltd (trading as Lighthouse Presents)**

Email: [info@lighthousepresents.com.au](mailto:info@lighthousepresents.com.au)

Website: <https://lighthousepresents.com.au>