

Privacy policy

Purr Entertainment is committed to providing you with a reliable, robust, and secure internet experience. We are also committed to guarding your privacy and personal information.

Purr Entertainment has obligations to protect your privacy under various Federal Government acts, including the Telecommunications Act 1997 and the Privacy Act 1998.

What information do we collect?

Purr Entertainment collects personal information from you that is necessary for it to perform its functions, set out below:

- Your name, address and contact details;
- Account name and account number held by financial institutions from which payments for services provided by Purr Entertainment are made;
- Records of communications between you and Purr Entertainment relating to services provided by Purr Entertainment to you;
- Information obtained as a result of credit checks which you have authorised;
- Billing information;

How does Purr Entertainment collect personal information?

When you first buy a service from us we will collect certain mandatory information from you such as your name (and in case of company applications the name of the directors of the company), contact details, and date of birth. Your use of the service will generate usage and billing information which is automatically collected by our systems.

We may also collect information from third parties such as:

- Credit providers or credit reporting agencies contacted by us (or by external service providers on our behalf) in the course of carrying out a credit check.
- Other entities who provide services to us related to the provision of services provided to you.
- Government agencies which administer laws regulating telecommunication service providers, or complaint resolution processes established under those laws.

How do we use your personal information?

Purr Entertainment respects your privacy. As a result, Purr Entertainment does not trade, rent or sell your personal information or corporate information. The primary purpose for which we use your personal information is to provide you with the services you have purchased from us. In the course of providing an internet service to you we may also use your personal information for related purposes including the following:

- Provisioning and connecting your service.
- Credit checking.
- Providing you with customer service.
- Billing you for that service.

- Investigating and resolving complaints and faults in relation to your service.
- Following up and payments you owe us.

We may also use your personal information to tell you about our other products and services provided by Purr Entertainment in conjunction with either our related bodies corporate or our business partners or associates. In delivering some services, Purr Entertainment contracts out some various works to external service providers. Purr Entertainment may disclose personal information held by it to these organisations, but only to the extent to allow those services to be delivered.

Purr Entertainment may disclose your personal information to other telecommunications service and equipment providers, Purr Entertainment's related corporate bodies, credit providers, credit reporting agencies, organisations to whom Purr Entertainment outsources services and domain registrars located locally or overseas.

Access to Personal Information

Generally, you have the right to see or obtain a copy of personal information about you that we may hold. Purr Entertainment will handle requests for access to personal information in accordance with the National Privacy Principles. To request access to your personal information, please contact us on 0418 63 53 43. We will ask you several questions so we can be sure to verify your identity, and then if possible provide you with the requested information over the telephone.

If we cannot immediately provide you with the information you require we will send you an acknowledgement by email or post within seven days. We will respond to your request within 28 days.

Depending on the information you request, and how long it takes us to compile it, and respond to your request, we may charge you for the administrative costs of providing the information to you.

There may be rare circumstances in which we may refuse to give you access to your personal information where giving you access:

- would have an unreasonable impact on other people's privacy.
- would prejudice any negotiations we are having with you.
- would prejudice an investigation of unlawful activity, or activities by law enforcement agencies.
- would prejudice billing you for that service.

If you believe that we hold personal information about you that you consider to be inaccurate, incomplete or out of date you should tell us by calling 0418 63 53 43. We will amend any inaccurate, incomplete or out of date information.

How do we protect your personal information?

High technology is used to ensure that your sensitive information is secure and protected from unauthorised access or improper use. For example you will note that some features of the Purr Entertainment web site (www.purr.net.au) require the need to submit a password before you gain access.

Changes to our Privacy Policy

From time to time, it may be necessary for us to review our Privacy Awareness Policy. We reserve the right to amend our Privacy Awareness Policy at any time and to notify you by email an updated version on the Purr Entertainment website www.purr.net.au

Use of Photographs and Videos

By purchasing a ticket to an event, you are agreeing to allow Purr to use any images or vision captured towards marketing undertaken by Purr or subsequent events created by Purr under a different branding. Images and Videos are not released to any third party.

Privacy officer contact information

Should you have any questions or complaints about our privacy policy please contact:

Customer Service
Purr Entertainment
15A Dow Street,
South Melbourne, Vic 3205
Phone: 0418 63 53 43
purr@purr.net.au
ABN 26 115 827 079

Further Information

You can avail yourself further information on privacy principles by visiting the Australian Privacy Commissioners webpage at <http://www.privacy.gov.au>

REFUND / RETURNS POLICY

Tickets to Purr Entertainment are non refundable or transferable.

You may however wish to contact us to have tickets used as a credit towards another of our events.

At Purr Entertainment we are committed to providing our customers with the best service.

To request a change to another Event:

Phone: 0418 63 53 43

Email: purr@purr.net.au

We will need the following information, before we can issue you with a Credit Note:

- Name and contact details (original purchaser)
- Invoice Number or Order Number
- Reason for return

Credit Notes are only valid for 6 months from the time that Purr Entertainment are contacted.

Original tickets must be returned to 15A Dow Street, South Melbourne Vic 3205 prior to Credit Note being issued.

If you have any questions, please call our Customer Service Centre on 0418 63 53 43 or email us on purr@purr.net.au

Terms & Conditions

Purr Entertainment (ABN 26 115 827 079) provides this service to you on the following terms and conditions. By accepting these terms and conditions you agree to be bound by those terms and conditions and all of the policies incorporated by reference ("Policies"). These terms and conditions together with the Policies constitute the entire agreement between Purr Entertainment and the user and supersede and cancel all prior agreements, claims,

representations and understandings.

- You are an adult at least 18 years of age and can lawfully enter into and form contracts under Australian law.

- You have familiarised yourself with our Web Site & Delivery of Service.

- You have read and understood the Disclaimer

- All prices quoted on the site are inclusive of Australian Goods and Services Tax 10%.

- You understand that, to the fullest extent permitted by law, Purr Entertainment makes no warranties of any kind whatsoever whether express or implied, and specifically no warranty of merchantability or fitness for a particular purpose and in no event shall Purr Entertainment be liable, whether in contract or tort for any damages to the user in respect of economic loss, any loss or damage to property or death or injury to any person of whatever nature and however or wherever sustained that arises out of or is in any way connected with the purchase or delivery of any product or service.

- Where any condition or warranty cannot be excluded under applicable legislation Purr Entertainment's liability for breach of condition or warranty shall be limited to either: (a) replacing the product; or (b) crediting the cost of the product to the user. In no event shall Purr Entertainment be liable for exemplary, special or consequential damages or losses or loss of profits.

- You agree that the laws of the Australian Capital Territory will govern this site and the sale and purchase of any goods from this site. By using this site you agree that any action at law or in equity arising out of or relating to this site or the sale and purchase of any goods from this site will be filed only in territory or federal courts located in the Australian Capital Territory and you hereby irrevocably and unconditionally consent and submit to the exclusive jurisdiction of such courts.

- The site may only be used for lawful purposes and in a lawful manner. When ordering from Purr Entertainment you are the purchaser of the goods and must comply with all applicable laws and regulations. It is your responsibility to investigate and ensure that you can lawfully purchase the goods you order.

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