



THE  
NEW  
WORKS  
PLAYHOUSE

PRIVACY  
POLICY

# THE NEW WORKS PLAYHOUSE

# PRIVACY POLICY

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Welcome to The New Works Playhouse's Privacy Policy! We are truly excited to have you aboard. Thank you for choosing to join our global community.

Here, we have listed our important privacy policy to take care of you.

# 1.

## INTRODUCTION

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**T**he New Works Playhouse cares deeply about the privacy of its visitors and Members. To that end, this Privacy Policy (“**Privacy Policy**”) describes how The New Works Playhouse, collect, use, and share your Personal Information, as well as an explanation of the data rights you may have in that Personal Information. This Privacy Policy applies to all Members and visitors, including unregistered visitors and registered Members, (collectively, “**Users**”, “**you**”, or “**your**”), and to all services provided by The New Works Playhouse, including our websites (including [www.thenewworksplayhouse.org](http://www.thenewworksplayhouse.org) and any of its subdomains, the “**Website**”), and related services (collectively, the “**Services**”). This Privacy Policy is not intended to override the terms of any contract you have with us, nor any rights you may have under other applicable data privacy laws.

Prior to accessing or using our Services, please read this policy and make sure you fully understand our practices in relation to your Personal Information. If you read and fully understand this Privacy Policy, and remain opposed to our practices, you must immediately leave and discontinue all

use of any of our Services. If you have any questions or concerns regarding this policy, please contact us at [contact@thenewworksplayhouse.org](mailto:contact@thenewworksplayhouse.org).

This policy describes our privacy practices – what Personal Information we collect about our Users, what we do with it, how we share it, and your rights regarding that Personal Information.

By accessing or using any of our Services, you acknowledge that you have read this Privacy Policy.

# 2.

## PERSONAL INFORMATION WE COLLECT

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### 2.1 - USER INFORMATION

To provide you the Membership and/or Services, we must collect Personal Information relating to an identified or identifiable natural person (“Personal Information”). We collect Personal Information you provide us, from your use of the Membership and/or Services, and from other sources. Here are the types of Personal Information we collect about you:

- 1. Information you provide us.** When you register for our Membership and/or Services, use any of our Services; and/or when you contact us directly by any communication channel (e.g., The New Works Playhouse’s emails), you may provide us Personal Information, such as name, email address, phone number, payment Personal Information (for Users with Paid Services), Personal Information you include in your communications with us, and Personal

Information contained in scanned identification documents (such as an ID card, driver's license, passport, or official company registration documents).

**2. Information we collect when you use the Services.**

When you visit, download, and/or use any of our Services, we may collect aggregated usage Personal Information, such as Visitors' and Users' browsing and 'click-stream' activity on the Services, session heatmaps and scrolls, non-identifying Personal Information regarding the Visitor's or User's device, operating system, internet browser, screen resolution, language and keyboard settings, internet service provider, referring/exit pages, date/time stamps, etc

**3. Information we collect from other sources.** We may receive Personal Information about you from third-party sources, such as i) security providers, fraud detection and prevention providers for example to help us screen out users associated with fraud, ii) social media platforms, when you log-in or sign-up using your social media account, we may receive Personal Information from that service (e.g., your username, basic profile Personal Information) and in some cases, we may collect Personal Information from lead enhancement companies which help us to improve our service offering; iii) advertising and marketing partners in order to monitor, manage and measure our ad campaigns.

To provide our Services, we collect Personal Information about our Members.

The Personal Information comes from you when you visit or use our services, Personal Information we collect automatically, and Personal Information we collect from other sources.

## **2.2 - MEMBERSHIP AND/OR VOLUNTEER APPLICANT INFORMATION**

We also collect information that is provided to us by Membership and/or volunteer candidates ("**Applicants**"), when they apply to The New Works Playhouse, by e-mail or otherwise.



# 3.

## WHY DO WE COLLECT PERSONAL INFORMATION?

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We use your Personal Information for the following purposes:

1. To provide and operate the Services;
2. To further develop, customise, expand, and improve our Services, based on Users' and Member's common or personal preferences, experiences and difficulties;
3. To provide our Users and Members with ongoing customer assistance and technical support;
4. To be able to contact our Users and Members with general or personalised service-related notices and promotional messages;
5. To help us to update, expand and analyse our records to identify new Users and Members;
6. To facilitate, sponsor, and offer certain contests, events, and promotions, determine participants' eligibility, monitor performance, contact winners, and grant prizes and benefits;
7. To create aggregated statistical data and other aggregated and/or inferred Personal Information,

which we or our business partners may use to provide and improve our respective services;

8. To provide you with professional assistance, only upon your request;
9. To enhance our data security and fraud prevention capabilities; and
10. To comply with any applicable laws and regulations.

We use your Personal Information for the purposes set out in Section 3 where:

1. Our use of your Personal Information is necessary to perform a contract or to take steps to enter into a contract with you (e.g. to provide you with our Services);
2. Our use of your Personal Information is necessary to comply with a relevant legal or regulatory obligation that we have; or
3. Our use of your Personal Information is necessary to support legitimate interests and business purposes (for example, to maintain and improve our Services and the effectiveness of The New Works Playhouse by identifying technical issues), provided it is conducted in a way that is proportionate and that respects your privacy rights.

We use the Personal Information we collect about you to provide our services and make them better and safer.

We also collect and use Personal Information in order to contact Users and Members, and to comply with the laws applicable to us.

# 4.

## HOW WE SHARE YOUR PERSONAL INFORMATION

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Some Personal Information such as email addresses may be shared amongst cast members, directors, writers, and other relevant individuals for any given event (rehearsals, online read-through, online productions, and/or live productions).

We may share your Personal Information with service providers and others (or otherwise allow them access to it) in the following manners and instances:

**Third Party Service Providers:** The New Works Playhouse has partnered with a number of selected service providers, whose services and solutions complement, facilitate and enhance our own. These include hosting and server co-location services, communications and content delivery networks (CDNs), data and cyber security services, billing and payment processing services, domain name registrars, fraud detection and prevention services, web analytics, e-mail distribution and monitoring services, session recording and remote access services, performance measurement, data

optimisation and marketing services, content providers, and our legal and financial advisors (collectively, “**Third Party Service Provider(s)**”).

The New Works Playhouse may share the following categories of Personal Information with Third Party Service Providers for a business purpose:

- identifiers, including name, alias, postal address, unique personal identifier, online identifier, internet protocol address, email address, account name, or other similar identifiers.
- commercial Personal Information, for example Personal Information regarding products or services purchased, obtained, or considered

Third Party Service Providers are responsible for protecting Personal Information and The New Works Playhouse is not responsible for any damage caused by mishandling of data by Third Party Service Providers.

We may share the Personal Information of our Users and /or Members with various third parties, including certain service providers and law enforcement officials.

The Personal Information may be shared solely in accordance with this policy.

**Law Enforcement, Legal Requests and Duties:** The New Works Playhouse may disclose or otherwise allow access to your Personal Information pursuant to a legal request, such as a subpoena, legal proceedings, search warrant or court

order, or in compliance with applicable laws, if we have a good faith belief that the law requires us to do so, with or without notice to you.

**Protecting Rights and Safety:** The New Works Playhouse may share your Personal Information if we believe in good faith that this will help protect the rights, property or personal safety of The New Works Playhouse, any of our Users and Members, or any Member of the general public, with or without notice to you.

**Social Media Features and Framed Pages:** Our Services include certain Social Media features. These Social Media Features may collect certain Personal Information such as your IP address or which page you are visiting on our Website and may set a cookie to enable them to function properly. Social Media Features are either hosted by a third party or hosted directly on our Services. Your interactions with these third parties' Social Media Features are governed by their policies and not ours.

In addition, our Services may enable you to share your Personal Information with third parties directly, such as via page framing techniques to serve content to or from Third-Party Service Providers or other parties, while preserving the look and feel of our Website and Services ("Frames"). Please be aware that if you choose to interact or share any Personal Information via such Frames, you are in fact providing it to these third parties and not to us, and such interactions and sharing are governed by those third parties' policies and not ours.

We encourage you to review any privacy policy accompanying a Third Party Service for any clarifications you may need before deciding to install and/or use their Third Party Services. The New Works Playhouse does not control and is not responsible for the actions or policies of any Third Party Service Providers, and your use of any Third Party Service is at your own risk.

We may share your Personal Information internally within The New Works Playhouse, for the purposes described in this Privacy Policy.

**In connection with a change in corporate control:** In addition, should The New Works Playhouse or any of its affiliates undergo any change in control, including by means of merger, acquisition or purchase of substantially all of its assets, your Personal Information may be shared with the parties involved in such event.

**Upon Your Further Direction:** The New Works Playhouse may also share your Personal Information with third parties for other purposes upon your further direction or with your explicit approval.

# 5.

## WHERE DO WE STORE YOUR PERSONAL INFORMATION?

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Users' and Member's Personal Information may be stored in data centres located around the world. We may use other jurisdictions as necessary for the proper delivery of our Services and/or as may be required by law.

We may store and process Personal Information in data centres around the world, whether by ourselves or with the help of our affiliates and service providers.

If you have an unresolved privacy or data use concern, please contact us at [contact@thenewworksplayhouse.org](mailto:contact@thenewworksplayhouse.org).

Upon request, The New Works Playhouse will provide you with information about whether we hold any of your Personal Information. You may access, correct, or request deletion of your Personal Information by emailing [contact@thenewworksplayhouse.org](mailto:contact@thenewworksplayhouse.org). We will respond to your request within a reasonable timeframe.

Please note that permanently cancelling your The New Works Playhouse Membership erases all of your Personal Information from The New Works Playhouse's databases. After completing this process, you can no longer use any of our Services related to your Membership and all its data will be removed permanently, and The New Works Playhouse will not be able to restore your Membership or retrieve your Personal Information in the future. If you contact The New Works Playhouse in the future, the system will not recognise your Membership and we will not be able to locate the deleted Membership.

**Data Localisation Obligations:** If you reside in a jurisdiction that imposes "data localisation" or "data residency" obligations (i.e., requiring that Personal Information of its residents be kept within the territorial boundaries of such jurisdiction), and this fact comes to our attention, we may maintain your Personal Information within such territorial boundaries, if we are legally obligated to do so.

**You acknowledge that while doing so, we may continue to collect, store and use your Personal Information elsewhere.**

Some jurisdictions require us to maintain and store their residents' Personal Information locally.

We may also collect, process, store and use such Personal Information elsewhere.



# 6.

## USE OF COOKIES AND OTHER THIRD-PARTY TECHNOLOGIES

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We and our Third Party Service Providers use cookies and other similar technologies (“Cookies”) in order for us to provide our Service and ensure that it performs properly, to analyse our performance and marketing activities, and to personalise your experience.

Please note that we do not change our practices in response to a “Do Not Track” signal in the HTTP header from a browser or mobile application, however, most browsers allow you to control cookies, including whether or not to accept them and how to remove them. You may set most browsers to notify you if you receive a cookie, or you may choose to block cookies with your browser.

We and certain third party services may use cookies and similar tracking technologies throughout our services.

These technologies are used mostly for stability, security, functionality, performance and advertising purposes.

# 7.

## SHARING PERSONAL INFORMATION WITH THIRD PARTIES

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The New Works Playhouse may share your Personal Information with third parties (or otherwise allow them access to it) only in the following manners and instances:

### 7.1 - PROMOTIONAL MESSAGES

We may use your Personal Information to send you promotional content and messages by e-mail, text messages, notifications within our platform, marketing calls and similar forms of communication from The New Works Playhouse or our partners (acting on The New Works Playhouse's behalf) through such means.

If you do not wish to receive such promotional messages or calls, you may notify The New Works Playhouse at any time.

We may send you promotional messages and content.

You can easily opt-out of receiving promotional messages by contacting us.

## **7.2 - SERVICE AND BILLING MESSAGES**

The New Works Playhouse may also contact you with important information regarding our Services, or your use thereof. For example, we may send you a notice (through any of the means available to us) if a certain Service is temporarily suspended for maintenance; reply to your e-mail; send you reminders or warnings regarding upcoming or late payments; forward abuse complaints; or notify you of material changes in our Services.

It is important that you are always able to receive such messages. For this reason, you are not able to opt-out of receiving such Service and Billing Messages unless you are no longer a Member of The New Works Playhouse (which can be done by deleting your Membership).

We may also contact you with service and billing-related messages and content. You will not be able to opt-out of receiving such messages.

# 8.

## YOUR RIGHTS IN RELATION TO YOUR PERSONAL INFORMATION

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The New Works Playhouse agrees that it is imperative that you have control over your Personal Information. Pursuant to privacy regulations worldwide, The New Works Playhouse is taking steps to enable you to request access to, receive a copy of, update, amend, delete, or limit the use of your Personal Information.

Before fulfilling your request, we may ask you for additional information in order to confirm your identity and for security purposes. We reserve the right to charge a fee where permitted by law (e.g. if your request is unfounded or excessive).

If you are a Member of The New Works Playhouse, and you wish to receive a copy, access and/or request us to make corrections to the Personal Information that you have stored with us, or wish to request a list of what Personal Information (if any) pertaining to you we disclosed to third parties for direct marketing purposes, please email

[contact@thenewworksplayhouse.org](mailto:contact@thenewworksplayhouse.org). We will make reasonable efforts to honour your request promptly (unless we require further information from you in order to fulfil your request), subject to legal and other permissible considerations.

Please note that permanently deleting your Membership with The New Works Playhouse erases all of your Personal Information from The New Works Playhouse's databases. After completing this process, you can no longer use any of the Services, your Membership and all its data will be removed permanently, and The New Works Playhouse will not be able to restore your account or retrieve your data in the future. If you contact our support channels in the future, the system will not recognise your account and we will not be able to locate the deleted account.

You may request to access, receive a copy of, update, amend, delete, or limit the use of your Personal Information you have stored with us. Just send us an e-mail. You may also correct and/or update your Personal Information by emailing us.

You can delete your Personal Information by deleting your entire Membership. We will respond to your requests within a reasonable timeframe.

# 9.

## QUESTIONS AND COMPLAINTS

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If you have any questions or concerns about our collection, use or disclosure of Personal Information, or if you believe that we have not complied with this Privacy Policy or applicable data protection laws, please contact us at [contact@thenewworksplayhouse.org](mailto:contact@thenewworksplayhouse.org).

We will investigate the complaint and determine whether a breach has occurred and what action, if any, to take. We take every privacy complaint seriously and will make all reasonable efforts to resolve your complaint promptly and in accordance with applicable law.

# 10.

## DATA RETENTION

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We may retain your Personal Information for as long as your Membership is active, as indicated in this Privacy Policy, or as otherwise needed to provide you with our Services.

We may continue to retain your Personal Information after you delete your Membership and/or cease to use any particular Services, as reasonably necessary to comply with our legal obligations, to resolve disputes regarding our Members, prevent fraud and abuse, enforce our agreements and/or protect our legitimate interests.

We may keep your Personal Information for as long as your Membership is active, and longer as needed (for example, if we are legally obligated to keep it longer, or need it to protect our interests).

# 11.

## SECURITY

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The New Works Playhouse has implemented security measures designed to protect the Personal Information you share with us, including physical, electronic and procedural measures. Among other things, we offer HTTPS secure access to most areas on our Services; the transmission of sensitive payment information (such as a credit card number) through our designated purchase forms is protected by an industry standard SSL/TLS encrypted connection; and we regularly maintain a PCI DSS (Payment Card Industry Data Security Standards) certification. We also regularly seek new ways and Third Party Services for further enhancing the security of our Services and protection of our Visitors' and Members' privacy.

Regardless of the measures and efforts taken by The New Works Playhouse, we cannot and do not guarantee the absolute protection and security of your Personal Information or any other information you upload, publish or otherwise share with The New Works Playhouse or anyone else. We encourage you to set strong passwords for your Membership if required, and avoid providing us or anyone with any sensitive Personal Information of which you



believe its disclosure could cause you substantial or irreparable harm.

Furthermore, because certain areas on our Services are less secure than others (for example, if you browse to a non-SSL page), and since e-mail and instant messaging are not recognised as secure forms of communications, we request and encourage you not to share any Personal Information on any of these areas or via any of these methods.

If you have any questions regarding the security of our Services, you are welcome to contact us at [contact@thenewworksplayhouse.org](mailto:contact@thenewworksplayhouse.org).

The New Works Playhouse values the security of our Members' Personal Information and we do everything in our power to protect it.

However, as we can't guarantee absolute protection – we encourage you to be careful, set a strong password for your Membership if required, and avoid submitting any sensitive information which, if exposed, could cause you major harm.

# 12.

## THIRD-PARTY WEBSITES

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Our Services may contain links to other websites or services. We are not responsible for such websites' or services' privacy practices. We encourage you to be aware when you leave our Services and to read the privacy statements of each and every website and service you visit before providing your Personal Information. This Privacy Policy does not apply to such linked third party websites and services.

# 13.

## APPLICANTS

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The New Works Playhouse welcomes all Applicants to apply for Membership as a performer and/or writer, or as a volunteer, by sending us their contact details and CV (“Applicants Information”) via the relevant Application Form on our Website, or through any other means provided by us.

We understand that privacy and discreetness are crucial to our Applicants, and are committed to keep Applicants Information private and use it solely for The New Works Playhouse’s internal recruitment purposes (including for identifying Applicants, evaluating their applications, making Membership and volunteering decisions, and contacting Applicants by phone or in writing).

Please note that The New Works Playhouse may retain Applicants Information submitted to it for no longer than two years after the applicant first applied. This is done so we can re-consider Applicants for Membership and/or volunteer roles in the future; so we can use their Applicants Information as reference for future applications submitted by them; and if the Applicant is successful, for additional

Membership and/or volunteer purposes related to his/her work at The New Works Playhouse.

If you previously submitted your Applicants Information to The New Works Playhouse, and now wish to access it, update it or have it deleted from The New Works Playhouse's systems, please contact us at [contact@thenewworksplayhouse.org](mailto:contact@thenewworksplayhouse.org).

# 14.

## PUBLIC FORUMS AND USER CONTENT

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Our Services offer publicly accessible blogs, communities and support forums. Please be aware that any Personal Information you provide in any such areas may be read, collected, and used by others who access them. To request removal of your Personal Information from our blogs, communities or forums, feel free to contact us at [contact@thenewworksplayhouse.org](mailto:contact@thenewworksplayhouse.org). In some cases, we may not be able to remove your Personal Information from such areas. For example, if you use a third party application to post a comment (e.g., Facebook) while logged in to your related profile with such third party, you must login into such application or contact its provider if you want to remove the Personal Information you posted on that platform.

**In any event, we advise against posting any Personal Information (via any means) you don't wish to publicise.**

If you upload any user content to your Membership and provide it in any other way as part of the use of any Service, you do so at your own risk.

We have put adequate security measures in place to protect your Personal Information. However, we cannot control the actions of other Users or Members of the public who may access your User Content, and are not responsible for the circumvention of any privacy settings or security measures you or we may have placed on your User Website (including, for instance, password-protected areas on your User Website). You understand and acknowledge that, even after its removal by you or us, copies of User Content may remain viewable in cached and archived pages or if any third parties (including any of your Users-of-Users) have copied or stored such User Content.

**To clarify, we advise against uploading or posting any information you do not wish to be public.**

# 15.

## UPDATES AND INTERPRETATION

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We may update this Privacy Policy as required by applicable law, and to reflect changes to our Personal Information collection, usage and storage practices. If we make any changes that we deem as “material” (in our sole good faith discretion), we will notify you prior to the change becoming effective. In relation to any updated Privacy Policy, we will, as required by applicable law, notify you, seek your consent and/or take any other measures. We encourage you to periodically review this document for the latest information on our privacy practices. Unless stated otherwise, our most current Privacy Policy applies to all information that we have about you, with respect to our Website, Membership, and other Services.

# 16.

## CONTACTING US

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If you have any questions about this Privacy Policy or wish to exercise any of your rights as described in Sections 9 or 10, please refer to those sections or email us at [contact@thenewworksplayhouse.org](mailto:contact@thenewworksplayhouse.org). We will attempt to resolve any complaints regarding the use of your Personal Information in accordance with this Privacy Policy.