

Shaded Solutions® Technology

Privacy Policy

May 2021

The Epic Team Pty Limited (“Epic”) is a private company providing managed entertainment and security services which observes and complies with all eleven Information Privacy Principles under the Australian Federal Privacy Act of 1988.

Through the course of managing an event and providing services to its target industries (“Event”), it is necessary to collect and store personal information of registered and potential attendees (“Attendee”) which may include contact information, payment details, type of registration and personal preferences. This information is collected for the purpose of managing the Attendee’s participation at the event and to communicate with them.

Epic uses a dedicated event registration system and custom made in-house software to collect and store the personal information of clients, participants, delegates, sponsors, exhibitors, speakers, marketing prospects and other attendees.

All information is collected lawfully and with the individual’s full knowledge and permission.

Epic will collect personal information solely for the lawful purpose directly related to the management of Event, this may include sharing of an Attendee information with the Event owner for the purpose of managing the Event. In most instances, this will be provided directly by the Attendee. The information may also be provided to us by our client for the purpose of permission marketing. This may include details of other clients, previous participants, members, previous sponsors, exhibitors and delegates.

Information that is collected from Attendees will only be used to the extent reasonably required for the purposes in which it is collected. This includes their demographic information (name and contact details), as well as payment information and any other preferences catered for at an Event such as dietary requirements. If additional information is requested from the individual (such as marketing survey), this will be requested as optional with the reasons stated as to why the information is being requested.

Information is stored on a secure database and only accessible to Epic employees who are issued with a username and password to access the database. Where employees are no longer authorised to access the information, their access privileges are altered preventing further access.

Information will be updated by making corrections, deletions and additions to ensure that the information is accurate. All changes are logged with details of the date change and record keeper who made the change.

Epic will provide details of records kept to individuals requesting details as per the Information Privacy Principle.