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Privacy Policy and Terms & Conditions

Types of personal information collected

The types of personal information we collect include name, contact details, identification information, payment and transaction details/history (including information about payment cards linked and associated transactions), authorisations, ages of family members, records of your communications and interactions with us and details/history of preferences, interests and behaviour relating to transactions, products, services, and activity with our digital and data services. We may not be able to provide our services without your personal information. For example, we may not be able to manage your membership, or contact you.

How personal information is collected and held

We may collect your personal information, and that of additional members, from your interactions and transactions with us, **Participants with The Museum of Fire**. This includes: making a purchase; placing an order online; making a non-cash payment; participating in a promotion, competition, or survey; registering for services; using related digital services. We may monitor and record your communications with us (including email and telephone) for security, dispute resolution, and training purposes. We may also collect personal information from third parties including Participants, public sources, information service providers, anyone authorised to act on your behalf. We hold personal information electronically and in hard copy form, both at our own premises and with the assistance of our service providers. We implement a range of measures to protect the security of that personal information. We also take measures in respect of destroying or deidentifying personal information that is no longer needed for any lawful purpose.

Purposes for handling personal information

We handle your personal information in connection with providing, administering, improving and personalising our programs, products and services, and those provided by Participants. This can include processing payments, delivering orders, managing promotions, providing refunds and discounts, verifying your identity, communicating with you (including direct marketing), conducting product and market research, maintaining and updating our records, dealing with enquiries from you, and working with our service providers. Using personal information, we endeavour to improve our understanding of your interests, suitability, and behaviour in relation to products, services, and offers.

We may also handle your personal information to protect our lawful interests and facilitate purchases and potential purchases of our businesses.

We may provide marketing communications and targeted advertising to you on an ongoing basis by telephone, electronic messages (for example, email), through our digital services, and by other means. These communications may relate to the products and services we, participants and other products which may be of interest to you. You can call us on **(02) 4731 3000** at any time to opt out of electronic and telephone direct marketing communications. We would need to be able to contact you by post to manage any membership. If you do not want us to send you any postal communications, you may terminate your membership, supply and tickets.

Where you provide us with personal information about someone else you must have their consent to provide their personal information to us based on this Privacy Policy.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard the information we collect.

Information relating to electronic transactions entered into via this website will be protected by encryption technology.

Supporting additional layers of verification through services such as Visa 3D Secure and MasterCard secure code to reduce fraudulent transactions.

Digital services

We provide information and services through a range of digital and online services including websites, apps, email, online advertisements, IPTV, and social media profiles. These services may be operated by us, to provide a consistent experience, personalise your use of each of those services and provide targeted marketing.

Our systems record a variety of information in relation to interactions with our online services. This can include information about software versions used, device types, device identifiers (like IP address), location data (where available and not disabled by the user), dates, times, file metadata, referring website, data entered, and user activity such as links clicked.

Some information we collect in relation to Digital Services is not related to an individual. In many cases, the information relates only to a device or is of an aggregated or statistical nature, and we will have no way of knowing the identity of the user. In other cases, we may associate information about your use of Digital Services over time with your personal information, for example, when on any occasion you have logged in, followed a link sent to you by email, or we have otherwise been able to identify you.

Our online services may contain links to other sites. We are not responsible for the privacy practices or policies of those sites and recommend that you review their privacy policies.

Procedures for access, correction, and feedback

If you wish to access or correct any personal information we hold about you or have any feedback or concerns about privacy, please contact us **(02) 4731 3000** care of Administration Manager email: **admin@museumoffire.com.au**. Where you seek a response from us, we will let you know who will be handling your matter and when you can expect a full response. In the case of access and correction requests, please provide as much detail as you can about the particular information you seek in order to help us retrieve it. Under the Privacy Act and other relevant laws, we are required to provide our reasons if we refuse your request. Where we decide not to make a requested correction and you disagree, you may ask us to make a note of your requested correction with the information.

Returns & Refunds Policy

Refunds are not available for gate passes, on-line gate passes or entrance tickets.

Currency

All transactions will be made in Australian dollars (\$AU)

The Museum of Fire ABN 82 857 840 289, Reg Charity DGR # 57122, Authority to Fundraise CFN10426



Email Tickets Delivery

an email with your PDF tickets will be sent after transaction complete.



Safe Payment

Use CommWeb® secure payment methods.



Customer Protection



Help

Call us if you need assistance.



1 Museum Drive, Penrith, NSW

Tel (02) 4731 3000

General Inquiries and Shop Orders: mail@museumoffire.com.au

Administration Assistant: admin@museumoffire.com.au

Chief Executive Officer: ceo@museumoffire.com.au

Information

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