

1. Introduction and Purpose

The Museum of Fire (MoF) is committed to protecting the privacy of our visitors, members, donors, volunteers, and staff. This Privacy Policy outlines how we collect, use, disclose, and protect personal information in accordance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs).

While the MoF is an independent not-for-profit charity and not a NSW public sector agency, we work closely with state government organisations such as Fire and Rescue NSW (FRNSW). In managing records and information on behalf of FRNSW or other NSW agencies, we apply the principles of the *Privacy and Personal Information Protection Act 1998 (NSW)* (PPIP Act) to ensure consistent and responsible handling of personal information.

2. What Information We Collect

The MoF may collect the following types of personal information:

- **Visitors:** names, contact details, payment information, demographic information, and records of visitation.
- **Membership Program Participants:** names, contact details, payment information, demographic information and details necessary to establish, manage, and communicate about memberships, including renewal history and member benefits.
- **Donors & Supporters:** names, contact details, donation history, and payment details.
- **Customers:** names, contact details, payment information, and any other data that is applicable for purchasing in store or online via our website.
- **Researchers:** contact information, research requests, and relevant institutional affiliation.
- **Children & Students:** only where necessary for education programs, with parental/guardian consent.
- **Staff & Volunteers:** employment history, qualifications, and other HR-related data.

We may also collect non-identifiable information (e.g., website usage data, visitor statistics) to improve our services.

3. How We Collect Information

The MoF collects information directly when you:

- visit the MoF, purchase a ticket, or register/renew for a membership;
- donate, volunteer, or apply for a position;
- submit a research, archival, or image request;

- interact with our website, social media, or subscribe to newsletters.

Sometimes, we may also collect information from third parties (e.g., event partners, government organisations, or publicly available sources) where appropriate.

4. How We Use Information

The MoF uses personal information for purposes including:

- administering the visitation membership program, including membership renewals, benefits, communications, and member services;
- providing access to our exhibitions, programs, and services;
- managing memberships, donations, and research services;
- fulfilling obligations relating to records and information managed on behalf of FRNSW or other NSW Government agencies;
- communicating about exhibitions, events, educational programs, and fundraising;
- complying with legal and contractual obligations;
- improving the visitor experience and museum operations.

5. Disclosure of Information

We will not sell or trade your personal information. We may share information only where:

- required by law;
- necessary with trusted third-party service providers (e.g., ticketing, membership management, payment processing, email communications), under strict confidentiality;
- necessary for the proper management of records held on behalf of FRNSW or other NSW Government agencies, in which case disclosure will comply with the PPIP Act and relevant agreements;
- consent has been provided for specific purposes.

6. Storage and Security

The MoF takes reasonable steps to ensure that your personal information is protected from misuse, loss, unauthorised access, modification, or disclosure. This includes secure electronic systems, restricted staff access, and safe disposal practices.

Where information is stored or managed on behalf of FRNSW or another NSW Government body, it is handled in accordance with agreed security protocols and applicable legislation.

7. Access and Correction

You may request access to the personal information we hold about you and request corrections if it is inaccurate or outdated. Please contact us using the details below.

Requests relating to records held on behalf of FRNSW or other NSW Government agencies may be subject to additional requirements under the PPIP Act or other legislation.

8. Online Services and Cookies

The MoF website may use cookies or analytics tools to enhance the online experience. These do not personally identify you but help us understand visitor engagement.

9. Contact Us

If you have any questions, concerns, or complaints about privacy at the Museum of Fire, please contact:

Museum of Fire Administration Team

Museum of Fire
1 Museum Drive, Penrith NSW, 2750
ea@museumoffire.com.au
(02) 4731 3000

Complaints will be handled in line with the APPs. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC). Where a matter relates to records managed on behalf of a NSW Government agency, complaints may also be directed to the NSW Privacy Commissioner.

10. Updates to this Policy

This Privacy Policy may be updated from time to time to reflect changes in law or MoF practice. The most recent version will be available on our website.

11. Version History

Version	Date	Status
1.0	18/09/2025	Final