Privacy Statement and Privacy Policy

Brent Street Pty Ltd (ABN 31 123 481 596)

Effective Date: 1 October 2026

Privacy Statement

We respect your privacy

Brent Street is committed to protecting the Personal Information we collect across all of our programs, Services and operations.

What we collect and why

We collect only the information we reasonably need to run our programs safely and effectively. This includes:

- Identity and contact details - names, date of birth, address, phone number, email
- Family and emergency details - parent and guardian information, emergency contacts, authorised collection persons
- Education records – attendance notes and grades
- Health and support information - conditions, injuries, allergies, medication, disability
- Payment records - Payer details, payment references, card details
- Permissions and communications - consent records, correspondence, complaints
- Photos and video - images from classes, rehearsals, performances and events
- Job applicant and staff details - resumes, qualifications, references, working with children check status
- Website and system information - IP addresses, device details

How we collect and share information

We collect most information directly from you and your authorised representatives. We may also receive information from teachers, education providers and payment providers.

We share information with trusted service providers who help us run our programs, including our payment platform provider and our administration system provider. We do not sell Personal Information.

Consents

By enrolling your child, you acknowledge that you have read and understood this Privacy Policy and agree to our use of photos and video of the Student for promotional purposes, as set out in section 7. Specific consent for Sensitive Information (such as health details) is obtained separately during the enrolment process.

Your choices

- We seek your consent before collecting Sensitive Information such as health details
- For Minor Students, we assess capacity to determine whether consent should come from the Student or a Parent or Guardian
- Direct marketing requires your opt-in consent

Your information and rights

You have the right to access and request correction of the Personal Information we hold about you. If you have a concern about how we handle your information, you may make a complaint and we will aim to respond within 30 days.

Contact

If you have questions about your privacy or wish to make a complaint, please contact our Privacy Officer at tom@brentstreet.com.au or (02) 8323 6666.

Privacy Policy

1 About This Policy

This Privacy Policy explains how Brent Street Pty Ltd (ABN 31 123 481 596) collects, holds, uses and discloses Personal Information in accordance with the Privacy Laws. In this Policy, "we", "us" and "Brent Street" refer to Brent Street Pty Ltd. "You" refers to any person whose Personal Information we handle.

This Policy covers all programs, Services and operations conducted by Brent Street, including our part-time programs, full-time programs, academy programs and any other Services we offer. It applies to Students of every age, Parents and Guardians, Payers, staff and anyone else whose Personal Information we collect.

The following terms have the meanings set out below when used in this Policy.

Term	Meaning
Personal Information	Information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether or not it is true and whether or not it is recorded in a material form.
Sensitive Information	A subset of Personal Information that receives additional protection under the Privacy Act 1988 (Cth), including Health Information, information about racial or ethnic origin, religious beliefs, sexual orientation, criminal history and certain genetic and biometric information.
Health Information	Information about a person's health, disability, injuries, allergies, medication, health services or support needs, as defined in the Privacy Laws.
Student	A prospective, current or former participant in any of our Services, including an applicant for enrolment.
Minor Student	A Student who is under 18 years of age.
Adult Student	A Student who is 18 years of age or older.
Parent or Guardian	A parent, legal guardian or other person lawfully authorised to act for a Student.
Payer	A person who pays, or is responsible for paying, for a Student's Services. A Payer may be the Student, a Parent or Guardian, or another person.
Services	Our performing arts education and related services, including part-time programs, full-time programs, academy programs, workshops, performances, auditions and associated administration.
Administration system provider	The third-party platform we use to manage enrolment administration, communications and related records. We may change this provider from time to time.
Payment platform provider	The third-party payment processing service we use to collect and process payments on our behalf. We may change this provider from time to time.
Privacy Laws	The Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs), and the Health Records and Information Privacy Act 2002 (NSW), including the Health Privacy Principles, as amended from time to time.

We may update this Policy from time to time. The current version will always be available on our website.

2 What We Collect and Why

We collect only the Personal Information we reasonably need to provide our programs and services safely and effectively. The main categories are:

Information	What this includes
Identity and contact details	Names, date of birth, address, phone number, email address.
Family and emergency details	Parent and guardian details, emergency contacts, authorised collection persons.
Education and Employment records	Class attendance notes, employment records.
Health and support information	Health conditions, injuries, allergies, medication, disability or additional support needs.
Payment records	Payer details, payment references, card details.
Permissions and communications	Consent records, correspondence, feedback and complaints.
Photographs and recordings	Images, video and audio captured during classes, performances and events.
CCTV footage	Images captured by CCTV in certain areas of our premises.
Website and system information	IP addresses, device details, browser type and usage data collected through our website and systems.

We use this information to enrol Students and deliver our programs and Services, keep Students safe, process payments, communicate with families, meet our legal obligations and promote our programs.

How we collect information

We collect most Personal Information directly from you - for example, through enrolment forms, phone calls, emails and our website. We may also receive information from teachers, education providers, payment providers or other lawful sources.

If you do not provide information that we reasonably need, we may be unable to provide our Services to you or your child.

Collection notices

When we collect your Personal Information - for example, through our online enrolment form - we may provide a collection notice explaining what we are collecting, why we need it and who we may share it with. Those notices supplement this policy and should be read alongside it.

If you give us another person's details - for example, an emergency contact or secondary contact - please let them know and share this policy with them where practicable.

Job applicants and employees

If you apply for a position with us, we may collect Personal Information including your name, contact details, resume, qualifications, employment history, references and working with children check status. We use this information to assess your application and, if you are engaged, to manage the employment or engagement relationship. If your application is unsuccessful, we may retain your information for a reasonable period to consider you for future opportunities, unless you ask us to delete it sooner.

Training and government identifiers

For nationally recognised courses, we may need to collect a Unique Student Identifier (USI), prior education information, demographic data and training outcomes for regulated training, reporting or funding administration. We handle USIs under the Student Identifiers Act 2014 (Cth) and obtain any required permission before applying for a USI on your behalf. Government identifiers are requested only where necessary and lawfully permitted, and we do not use them as our own identifiers unless the law permits it.

You may make a general enquiry without identifying yourself where that is practicable. However, we usually need your identifying details to enrol a Student, process a payment or respond to a specific request about your child.

If we receive Personal Information that we did not request and could not have lawfully collected, we will take reasonable steps to destroy or de-identify it as soon as practicable, unless it is contained in a Commonwealth record or it is unlawful to do so.

3 Consent

We seek consent where required by Privacy Laws. How we obtain consent depends on the circumstances and the type of information involved.

Minor Students

Where a Student is a minor, we assess the Student's capacity to give their own consent. Students aged 15 and over are presumed to have capacity to consent unless there is reason to think otherwise. Students under 15 are presumed to lack capacity unless an individual assessment establishes otherwise. These thresholds reflect guidance from the Office of the Australian Information Commissioner (OAIC).

Health Information

For Health Information collected under NSW law, we consider the Student's ability to understand the nature and effect of the collection, use or disclosure.

Withdrawal of consent

You may withdraw your consent at any time by contacting us on the details listed below. Withdrawal applies to future handling of your information. Promotional use of photos and video is a condition of enrolment and continues while the Student is enrolled (see section 7).

4 Health and Sensitive Information

We collect Health Information and other Sensitive Information only with express consent and only where it is reasonably necessary for our programs and Services.

Health Information helps us assess whether a Student can safely participate in activities, make reasonable adjustments to support the Student, and plan for emergencies. We ask for practical information that is relevant to safe participation.

Access restrictions

Access to Health Information and other Sensitive Information is restricted to the people who need it to carry out their duties. Medical documents are handled separately from routine payment and enrolment records.

System separation

Detailed documents containing Health Information and medical records are kept in our secure system with appropriate access controls with access limited to the staff who need them. Where necessary for Student safety, limited health flags or support notes (such as allergy alerts or activity restrictions) may be recorded in the administration system so that relevant staff are aware of immediate safety needs.

5 How We Use and Disclose Personal Information

We use Personal Information for the purpose for which it was collected, or for a directly related purpose you would reasonably expect. We may disclose Personal Information to the following categories of recipients:

Recipient	When information may be shared
Teachers and education staff	To deliver programs and support Students.
Payment platform provider	To process payments, refunds and fraud prevention.
Administration system provider	To manage enrolment administration.
Venues and event organisers	Where required for performances, marketing and events.
Safety and legal recipients	Emergency services, regulators and courts where required by law or to protect safety.
People you authorise	Where you direct us to share information with a specific person or organisation.
Professional advisors	Our accountants, lawyers, auditors and other professional advisors where reasonably necessary for our business operations or legal obligations.
Photographers, videographers and performers' families	To capture performance recordings and supply them to the families of performers in that event, class or performance (see section 7).
Insurers	Our public liability, professional indemnity and other insurers where reasonably necessary for claims, risk management or policy administration.
Contractors and service providers	Guest teachers, visiting choreographers and other contractors who deliver or support our programs, to the extent necessary for their role.

We do not sell Personal Information.

If Brent Street undergoes a change of ownership or a proposed sale, merger or restructure, Personal Information that is reasonably necessary for the transaction may be disclosed to the prospective purchaser or successor entity. Before any such disclosure, we will ensure that appropriate confidentiality protections are in place, and Health Information or other Sensitive Information will be limited or de-identified where practicable. We will notify affected individuals of any change in the entity responsible for handling their Personal Information.

6 Overseas Disclosure

Some of our service providers store or process Personal Information outside Australia.

Provider and purpose	Overseas handling
Payment platform provider - Payments and fraud prevention	Published processing locations include the United States, Ireland and India.
Administration system provider - Enrolment administration	Published locations include the United States, Israel, the United Kingdom, Guatemala, the Philippines, Brazil, Japan, Singapore and European locations.

Before disclosing Personal Information overseas, we take the steps required by Privacy Laws, including reasonable steps to ensure that overseas recipients handle Personal Information consistently with the Australian Privacy Principles. We do this through contractual arrangements with our service providers and due diligence where appropriate. We remain accountable under the Privacy Laws for the handling of Personal Information that we disclose overseas, except where a specific exemption applies.

7 Photos and Video

Photos and video of an identifiable person are Personal Information. They are not Sensitive Information unless they are used for facial recognition or other automated identification, which we do not do. We use images of Students in three ways.

Program records

We may photograph and film classes and rehearsals for teaching, feedback, assessment, safety and incident records, and to share privately with the Student's family or class through our parent communication channels. This is reasonably necessary to deliver our programs and is part of every enrolment.

Performance recordings

We, or a photographer or videographer we engage, photograph and film our concerts, showcases, competitions and events. We may supply or sell these recordings to the families of performers in that event, and we keep them in our archive. Appearing in these recordings is a condition of performing in our events.

Promotional use

We use photos and video of Students taken in classes, rehearsals, performances and events to promote Brent Street, including on our website, social media channels, printed material and advertising. The Parent or Guardian agrees to this use when enrolling the Student. This is a condition of enrolment.

If you have a safety, legal or welfare concern about images of the Student being used for promotional purposes, please contact us before enrolling or as soon as the concern arises. We will consider the request and may agree to limit promotional use of the Student's images where appropriate.

CCTV recordings

We use CCTV in certain areas of our premises for security, safety and incident management purposes. CCTV footage is generally retained for up to three months before being automatically overwritten, unless it is required for an incident, investigation, legal proceeding or other lawful purpose. Access to CCTV footage is restricted to authorised senior management and may be disclosed to law enforcement, regulatory or other authorised authorities where required or permitted by law.

8 Direct Marketing

We may use your contact details to send you relevant information about Brent Street, including newsletters, events, programs and promotional offers. You may opt out of receiving direct marketing communications at any time by contacting us or using the unsubscribe option provided in our communications.

We do not send direct marketing communications to Minor Students. Marketing messages are directed only to the Parent or Guardian who has opted in.

You can withdraw your marketing consent at any time by clicking the unsubscribe link in any email, replying STOP to a text message, or contacting our Privacy Officer. We will action your request promptly.

Withdrawing marketing consent does not affect important notices we need to send you about your child's classes, health and safety matters, or your account. These communications are necessary for us to deliver our Services and will continue regardless of your marketing preferences.

If you ask, we will tell you the source of the Personal Information we used for direct marketing, unless it is impracticable or unreasonable to do so.

9 Our website and online services

Our website and online forms may use cookies and similar technologies to maintain your session, remember your settings, operate features and support security. Some cookies are necessary for the website to function. We may also use analytics tools to understand how our website is used and to improve our Services. Where analytics or advertising tools collect Personal Information, we explain this in the website's cookie notice and provide you with controls to manage your preferences. You can manage cookies through your browser settings, although disabling necessary cookies may affect how our website works. External websites, social media services and independently operated education or payment platforms have their own privacy policies. Please contact us if you need another way to enquire or enrol.

10 Security and Retention

We take the protection of Personal Information seriously. We use reasonable technical and organisational measures to safeguard the Personal Information we hold from misuse, interference, loss and unauthorised access, modification or disclosure.

Access to Personal Information is restricted on a need-to-know basis. Physical records are kept in locked workspaces, and our administration system uses role-based access controls so that staff can only view the information they need for their role.

Payment card details are collected through our online forms and processed by our payment platform provider. We protect card details with security measures appropriate to their sensitivity, and we restrict access to them to the staff who need it.

How long we keep your information

We retain Personal Information only for as long as it is needed for the purpose it was collected, or as required by law. The main retention periods are set out below.

Record	Retention approach
Enrolment and education records	Retained while needed for ongoing administration and any applicable legal or regulatory requirements. For nationally recognised training, we keep records for the periods required by the Standards for Registered Training Organisations.
Payment and accounting records	Minimum 7 years from the date of the transaction, in line with Australian taxation and financial record-keeping obligations.
Health and medical evidence	Reviewed when the relevant support need ends and retained only while reasonably needed for the Student's safety or our legal obligations.
Incidents and complaints	Minimum 7 years, or longer where required for child protection purposes or by a regulatory body.
Consents and media	Reviewed against the authorised purpose and consent period, and securely disposed of when no longer needed.
Enquiries, waitlists and unsuccessful applications	Retained for up to 7 years after our last contact with you, so we can contact you about future intakes, unless you ask us to remove you from a waitlist sooner or a longer period is required by law.
CCTV footage	Generally up to three months before being automatically overwritten, unless required for an incident, investigation, legal proceeding or other lawful purpose.

When Personal Information is no longer required, we take reasonable steps to securely destroy or de-identify it.

Data breaches

In the event of a data breach that is likely to result in serious harm, we will act promptly to contain the breach and assess the risk. We will notify the Office of the Australian Information Commissioner (OAIC) and affected individuals as required by the Notifiable Data Breaches scheme under Part IIIC of the Privacy Act 1988 (Cth).

11 Access and Correction

You have the right to request access to the Personal Information we hold about you or your child. You may also ask us to correct any information that is inaccurate, out-of-date, incomplete or misleading.

Requests for access to a Student's Personal Information will be assessed having regard to the Student's age and maturity, the nature of the information, the Student's safety and best interests, and any legal restrictions on access. For younger children, we will generally provide access to a Parent or Guardian. For older or more mature Students, we will consider whether the Student should be involved in the access decision, consistent with the capacity principles in section 3.

You may ask to see this information, and we may refuse access where the Privacy Laws permit or we deem appropriate. To make a request, please contact our Privacy Officer using the details in section 14 below. We will acknowledge your request and respond within 30 calendar days.. If you disagree with a decision, you can ask for it to be reviewed under our Complaints and Appeals Policy. If you ask us to correct an opinion, we will correct any factual errors, but we are not required to change a genuinely held professional opinion.

There is no charge for making an access or correction request. If your request requires an unusual amount of effort to fulfil, we will let you know in advance.

Deletion requests

You may ask us to delete Personal Information we hold about you. We will take reasonable steps to do so, subject to any legal or regulatory requirement to retain the information (for example, tax record-keeping obligations or child protection records). If we are unable to delete information you have requested, we will explain the reason.

In limited circumstances, we may refuse an access request where we are permitted or required to do so by law - for example, where providing access would pose a serious threat to the life, health or safety of any individual. If we refuse a request, we will give you written reasons and let you know how you can make a complaint.

12 Complaints

If you believe we have not handled your Personal Information in accordance with the Australian Privacy Principles or this Policy, we encourage you to contact us first so we can try to resolve the matter directly.

You can reach our Privacy Officer by email at tom@brentstreet.com.au or by telephone on (02) 8323 6666.

We will acknowledge your complaint promptly and aim to provide a substantive response within 30 days. If we need more time, we will let you know and explain why.

The Office of the Australian Information Commissioner generally expects you to give us a reasonable opportunity to respond - usually 30 days - before lodging an external complaint. However, this does not limit your right to contact a regulator at any time.

If you are not satisfied with our response, you may lodge a complaint with an external body:

Regulator	Jurisdiction and contact
Office of the Australian Information Commissioner (OAIC)	For complaints under the Privacy Act 1988 (Cth). Website: www.oaic.gov.au, Telephone: 1300 363 992.
Information and Privacy Commission NSW (IPC)	For NSW health privacy matters within its jurisdiction. Website: www.ipc.nsw.gov.au, Telephone: 1800 472 679.

13 Changes to This Policy

The current version of this Policy is available on our website and free of charge on request. We encourage you to check back from time to time.

We may update this Policy to reflect changes in our practices, legal requirements or regulatory guidance. Where we make material changes, we will take reasonable steps to communicate those changes to you, for example, by email or through a notice on our website.

Updating this Policy does not retrospectively expand any consent you have previously given. If a change requires your further consent, we will seek it before relying on the updated terms.

14 Contact Us

If you have any questions about this Policy or the way we handle Personal Information, please get in touch with our Privacy Officer.

Contact	Details
Privacy Officer	Brent Street Pty Ltd ABN 31 123 481 596
Address	Building 101, Entertainment Quarter, 122 Lang Road, Moore Park NSW 2021
Email	tom@brentstreet.com.au
Telephone	(02) 8323 6666
Website	www.brentstreet.com.au