

NVA.



PRIVACY POLICY

NEW VOICES AUSTRALIA / ABN 18 617 639 199

VERSION 1.0 / LAST UPDATED 12/08/2026

01 ABOUT THIS POLICY

New Voices Australia ("NVA", "we", "us", "our") is a youth vocal ensemble and content production company based in Sydney, New South Wales.

Most of the people we work with are under 18, and much of what we do involves filming, recording and publishing their performances. We take that seriously. This policy explains what personal information we collect, why we collect it, who we share it with, and how you can access, correct or complain about it.

We handle personal information in accordance with the Australian Privacy Principles (APPs) in the *Privacy Act 1988* (Cth). Where a small business exemption may apply to us, we have chosen to meet those standards anyway.

This policy covers our website (newvoicesaustralia.com.au), our social media accounts, our audition and enrolment processes, and our rehearsals, recordings and filming activity. It sits alongside our Child Protection Policy and our Code of Conduct, all of which are published on the policies page of our website.

02 WHO THIS POLICY APPLIES TO

- Participants (the young artists in our ensembles)
- Parents, guardians and carers
- People who audition for us, and their families
- People who contact us, subscribe to updates, or follow and interact with our social accounts
- Contractors, collaborators, crew and guest artists
- Visitors to our website

03 WHAT PERSONAL INFORMATION WE COLLECT

PARTICIPANTS AND AUDITIONEES

- Name, date of birth, age and gender
- Contact details (email, phone)
- School and year group
- Voice part and vocal range
- Audition recordings, video and audition notes
- Headshots, photographs, video footage and audio recordings
- Biographies and any content you provide for publication
- Attendance, participation and session records
- Home address
- Health and medical information, including allergies, conditions, medications, dietary requirements and access needs
- Emergency contact details
- Consent and talent release records

- T-shirt and uniform sizing

PARENTS, GUARDIANS AND CARERS

- Name, relationship to the participant, contact details and address
- Billing and payment records, including fee status, payment plan arrangements and scholarship applications
- Communications with us, including messages in our parent group chats
- Consents and authorisations you give on behalf of your child

WEBSITE VISITORS, ENQUIRERS AND FOLLOWERS

- Name and contact details, if you send an enquiry or subscribe to updates
- Technical information such as IP address, device and browser type, pages visited and referral source
- Interactions with our social media content and advertising

CONTRACTORS, COLLABORATORS AND CREW

- Name, contact details, business details and ABN
- Payment and invoicing information
- Working With Children Check details, where the role requires one



04 SENSITIVE INFORMATION

Health information is sensitive information under the *Privacy Act*. We collect it only where we need it to keep participants safe during rehearsals, recordings, filming and travel, and only with the consent of the participant's parent or guardian.

Health and medical details, home addresses, dates of birth and emergency contacts are held in a permission-restricted area of our participant records. Access is limited to the directors and to staff who need it for a specific safety or operational reason. This information is never published, never included in any website integration, and never shared with sponsors, partners or platforms.



05 CHILDREN'S PERSONAL INFORMATION

Where a participant is under 18, we collect their personal information from, or with the authorisation of, a parent or guardian.

- Registration, medical and consent information is provided by the parent or guardian.
- A signed talent release is required at the start of every season. It is not a once-off consent, and it can be declined or varied without a participant losing their place.
- Where a young person is old enough to understand what they are agreeing to, we also want them to understand it, and we will explain how their image, voice and name may be used.
- Participation in a program indicates acceptance of our Child Protection Policy and Code of Conduct.

If a parent or guardian withdraws consent for publication, we will stop using that participant's image, voice or name in new material and will remove existing material where it is reasonably practicable to do so. Section 08 explains the limits of removal from third-party platforms.



06 HOW WE COLLECT PERSONAL INFORMATION

We collect personal information:

- Through our online audition and registration forms
- Through audition submissions, including material submitted via casting platforms such as StarNow
- By email, phone, direct message and through our parent group chats
- In person at rehearsals, recordings, filming days and performances
- By recording audio, video and photography at our activities
- Through our website and our advertising accounts on Meta (Instagram and Facebook) and TikTok
- From third parties who refer participants to us, where you have consented to that referral

If we receive personal information about you that we did not ask for and do not need, we will destroy or de-identify it where the law allows.



07 WHY WE COLLECT AND USE PERSONAL INFORMATION

- To run auditions, enrolments and our programs
- To communicate with participants and families about schedules, call sheets, venues and requirements
- To keep participants safe, including responding to medical incidents and emergencies
- To invoice fees, manage payment plans and assess scholarship applications
- To produce, edit and publish creative content, including music videos, short form content and promotional material
- To promote NVA, recruit for future seasons and run advertising campaigns
- To develop opportunities for our artists, including partnerships, brand work, media and performance bookings
- To maintain insurance, meet venue requirements and comply with our legal obligations
- To improve our programs, our website and our operations



08 PHOTOGRAPHY, FILMING, RECORDING AND PUBLICATION

Creating and publishing content is a core part of what NVA does. Participants are photographed, filmed and recorded at rehearsals, recording sessions, filming days and performances.

With a current signed talent release, this material may be:

- Published on our website and social media accounts, including Instagram, TikTok, YouTube and Facebook
- Used in advertising and recruitment campaigns
- Supplied to media outlets, event partners, venues, brand partners and collaborators
- Used in showreels, portfolios, funding applications and reports
- Retained and reused in future NVA material

We do not sell participant images or recordings as stock content, and we do not licence them to third parties for uses unrelated to NVA.

Once material is published on a public platform, other people can view, share, screenshot and download it. We cannot control or recall material that has been copied or reshared by others. If you ask us to remove something, we will take it down from

our own channels and ask any partner who published it to do the same, and we will tell you honestly what we can and cannot reach.

Families and audiences may take their own photographs and video at our events. Those images are not covered by this policy, and we ask everyone to be considerate about photographing other people's children.



09 WHO WE SHARE PERSONAL INFORMATION WITH

Service providers. We use third party platforms to run NVA, including form and registration tools, our participant and season management database, cloud file storage, email and messaging services, our payment provider, and social media and advertising platforms. These providers store and process information on our behalf.

Venues and hirers. We may provide participant numbers, attendance lists, emergency contact arrangements and risk documentation where a venue requires it.

Production collaborators. Photographers, videographers, audio engineers, editors and crew receive the footage, audio and information they need to complete their work.

Partners and media. Where a season involves a partner organisation, event or media placement, we may share participant names, headshots, biographies and content, within the scope of the talent release.

Emergency and medical services. We will disclose health and emergency contact information where it is needed to respond to a medical situation or a serious threat to someone's life, health or safety.

Where the law requires it. Including child protection reporting obligations, which override confidentiality.

We do not sell personal information, and we do not disclose it for another organisation's direct marketing.



10 OVERSEAS DISCLOSURE

Several of the platforms we use store data on servers outside Australia, most commonly in the United States. This includes our database, cloud storage, form, email, messaging and advertising providers. By providing your information, you consent to it being stored and processed overseas by these providers. We take reasonable steps to use reputable providers with appropriate security and contractual protections, though overseas storage means information may be subject to foreign laws.



11 STORAGE AND SECURITY

- Records are held in access-controlled cloud systems with multi-factor authentication.
- Access is limited to the directors and to team members who need it for their role.
- Health information, addresses, dates of birth and emergency contacts sit in a separately permission-restricted area.
- Physical documents, where they exist, are stored securely and digitised or destroyed.
- We review who has access at the start of each season.

No system is completely secure. If a data breach occurs that is likely to cause serious harm, we will respond in line with the Notifiable Data Breaches scheme and notify affected individuals and the Office of the Australian Information Commissioner.



12 HOW LONG WE KEEP INFORMATION

- Enrolment, attendance, consent and talent release records are kept for the period required for insurance, legal and child protection purposes, which may extend well beyond a participant's involvement.
- Financial records are kept for at least seven years, as required by Australian tax law.
- Health information is reviewed each season and retired when it is no longer current.
- Published creative content is kept indefinitely as part of our archive, subject to section 08.
- Unsuccessful audition material is deleted within 12 months, unless you ask us to keep it on file for a future season.

When information is no longer needed, we destroy or de-identify it.

13 COOKIES, ANALYTICS AND ADVERTISING

Our website uses cookies and similar technologies to make the site work and to understand how it is used. We also use advertising tools from Meta and TikTok, including tracking pixels, to measure and target our audition and recruitment campaigns.

You can control cookies through your browser settings, and you can manage ad personalisation through your account settings on each platform. Blocking cookies may affect how parts of our site function.

14 DIRECT MARKETING

We send emails and messages about auditions, seasons, performances and NVA news to people who have registered with us or opted in. Every marketing email includes an unsubscribe link, and you can ask us to stop at any time by contacting us. Operational messages about a current season, such as call sheets and schedule changes, will continue while a participant is enrolled.

15 ACCESSING AND CORRECTING YOUR INFORMATION

You can ask us for a copy of the personal information we hold about you or your child, and you can ask us to correct anything that is wrong or out of date. Parents and guardians may make requests on behalf of a child.

Contact our Privacy Officer using the details in section 17. We will respond within 30 days. There is no charge for making a request, though we may charge a reasonable cost for retrieving and providing extensive records. If we refuse a request, we will explain why in writing and tell you how to complain.

16 COMPLAINTS

If you think we have mishandled your personal information, contact our Privacy Officer first using the details in section 17. Please describe what happened and what you would like us to do. We will acknowledge your complaint within 5 business days and aim to resolve it within 30 days.

If you are not satisfied with our response, you can complain to the Office of the Australian Information Commissioner:

- Website: oaic.gov.au
- Phone: 1300 363 992
- Post: GPO Box 5218, Sydney NSW 2001

17 CONTACT US

Privacy Officer

Jess Westcott, Director

New Voices Australia

ABN 18 617 639 199

Email: jessica@newvoicesaustralia.com.au

Phone: 0413 372 107

Post: 13/205 Greenwich Road, Greenwich NSW 2065

Privacy enquiries and child protection concerns both go to the NVA directors. We do not operate a separate Child Safety Lead role.

18 CHANGES TO THIS POLICY

We review this policy periodically and will update it as our programs, platforms and legal obligations change. The current version is always published on the policies page at newvoicesaustralia.com.au. Where a change materially affects how we handle participant information, we will notify families directly.

New Voices Australia acknowledges the Gadigal People of the Eora Nation, the Traditional Custodians of the land on which we rehearse, record and perform. We pay our respects to Elders past and present.