



JUNCTION19 PERFORMING ARTS ACADEMY

PRIVACY POLICY

PGLC Group Pty Ltd trading as Junction19 Performing Arts Academy
Last updated: September 2026

Our Commitment to Privacy

Junction19 Performing Arts Academy ("J19", "we", "us" or "our") respects the privacy of our students, families, staff and visitors.

We understand that families trust us with important personal information, particularly information relating to children and young people. We are committed to handling that information responsibly, securely and transparently.

This Privacy Policy explains how we collect, use, store and disclose personal information when you interact with J19, including through our website, enrolment systems, classes, events, performances and communications.

Information We May Collect

The information we collect will depend on your relationship with J19 and may include:

- Parent or carer names and contact details
- Student names, dates of birth and age
- Residential or postal addresses
- Email addresses and telephone numbers
- Emergency contact information
- Enrolment and attendance information
- Relevant medical, health, allergy, accessibility or additional support information
- Information required to safely participate in classes, rehearsals, performances or events
- Payment and transaction information
- Communications between you and J19
- Photographs, video or recordings where appropriate consent has been provided
- Information provided when registering an expression of interest, booking a trial, enrolling in a class or contacting us
- Information relating to examinations or qualifications where a student participates in programs such as LAMDA
- Information provided by prospective employees, tutors, contractors or volunteers.

We aim to collect only information that is reasonably necessary for our activities.

Information About Children and Young People

As a performing arts academy, much of the information we collect relates to children and young people.

Where appropriate, information about students will be collected from or with the involvement of their parent, guardian or authorised carer.

We may collect information about a child's health, medical needs, allergies, accessibility requirements or other circumstances where this is reasonably necessary to support their safety, wellbeing and participation at J19.

We treat this information with particular care and limit access to people who reasonably require it to perform their role.

How We Collect Information

We may collect personal information through:

- Our website
- Online enquiry and enrolment forms
- Our student or parent management systems
- J19 communication platforms
- Email, telephone and direct communication
- Class registrations and trial bookings
- Attendance records
- Performances, events and examinations
- Photography and media consent forms
- Employment or contractor applications
- Information voluntarily provided to J19.

Our website and third-party services may also collect limited technical information such as browser information, device information, cookies and website usage data.

Why We Collect Your Information

We may use personal information to:

- Process enquiries and enrolments
- Manage student accounts and class registrations
- Communicate with parents, carers and students
- Manage class attendance
- Provide important timetable, rehearsal, performance and event information
- Respond appropriately in an emergency
- Support the health, safety and wellbeing of students
- Process payments and maintain financial records
- Organise performances, examinations and other J19 activities
- Manage photography and media permissions
- Improve our programs and services
- Meet our legal, insurance, safeguarding and administrative obligations

- Recruit and manage employees, tutors, contractors and volunteers
- Send information about J19 programs, events and opportunities where appropriate.

Photographs, Video and Performances

Photography and video are a natural part of performing arts activities and may be used to celebrate student achievements and promote J19.

Where required, J19 will seek appropriate parent or guardian consent before using identifiable images or recordings of children for promotional purposes, including our website, social media and marketing materials.

Families may contact us if they have questions about photography or media consent.

How We Share Information

We do not sell personal information.

We may disclose information where reasonably necessary to organisations or individuals that assist us in operating J19, such as technology and software providers, payment processors, examination organisations, venues, professional advisers or other service providers.

We may also disclose information where required or authorised by law, or where reasonably necessary to respond to a serious threat to health or safety.

Where third-party platforms are used, information may be handled in accordance with those providers' own privacy practices.

Storage and Security

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

Personal information may be stored electronically using secure business systems and trusted third-party service providers, as well as in physical records where required.

Access to personal information is limited to authorised people who reasonably require access as part of their role.

When information is no longer required, we will take reasonable steps to securely destroy or de-identify it, subject to any legal or record-keeping requirements.

Overseas Storage and Service Providers

Some technology or service providers used by J19 may store or process information outside Australia.

Where this occurs, we will take reasonable steps appropriate to our obligations to ensure personal information is handled appropriately.

NOTE BEFORE PUBLICATION: J19 should confirm whether any of its systems involve overseas disclosure and, where practicable, identify the relevant countries before publishing this policy.

Accessing or Correcting Your Information

You may contact us to request access to personal information we hold about you or your child, or to ask us to correct information that is inaccurate, incomplete or out of date.

We may need to verify your identity or your authority to access information relating to a child before responding.

Privacy Concerns or Complaints

If you have a question, concern or complaint about how J19 has handled personal information, please contact us.

We will take your concern seriously and aim to respond within a reasonable timeframe.

If you are not satisfied with our response and the Privacy Act applies to the matter, you may also be able to contact the Office of the Australian Information Commissioner (OAIC).

Contact Us

Junction19 Performing Arts Academy

PGLC Group Pty Ltd

ABN 85 669 308 472

Email: hello@junction19.com.au

Website: junction19.com.au

Changes to This Policy

We may update this Privacy Policy from time to time as our services, systems or legal obligations change.

The current version will be published on our website with the date it was last updated.