



THE VOCAL ACADEMY

Privacy Policy

Effective date: 5 August 2026

Applies to: thevocalacademy.com.au and TVA studios in Mornington & Mentone, VIC

1. Overview

The Vocal Academy ("TVA", "we", "us", "our") provides private and group music lessons, courses, workshops and community events from our studios in Mornington and Mentone, Victoria, and online through our website and student portal.

We respect your privacy and are committed to handling personal information openly and fairly. This policy explains what personal information we collect, why we collect it, how we use and store it, and the choices you have.

This policy is written to reflect the Australian Privacy Principles (APPs) under the *Privacy Act 1988* (Cth) as a matter of best practice. By enquiring about, booking, or enrolling in lessons with TVA, or by using our website, you agree to the collection and use of information as described here.

2. Information we collect

We collect information in a few different ways: directly from you, automatically through our website, and from third-party booking and payment tools we use to run the business.

2.1 Information you give us

- Contact details — name, email address, phone number, postal address
- Student details — name, age/date of birth, instrument or voice type, skill level, lesson goals, and notes relevant to teaching (e.g. scheduling needs)
- Parent/guardian details, where the student is a minor
- Booking and enrolment information — preferred studio, lesson times, trial requests, course and workshop registrations
- Payment information for lessons, courses and events, processed via our booking and payment providers (see section 4)
- Communications you send us — emails, forms, texts, and messages via Instagram or other social platforms
- Photos, videos or testimonials you provide or agree to, for use in TVA marketing (student spotlights, showcases, social media)

2.2 Information collected automatically

- Website usage data — pages visited, time on site, referring pages, general location (via IP address), device and browser type

- Cookies and similar technologies used by our website platform (Wix) and any analytics or advertising tools we enable

2.3 Information from third parties

- Booking confirmations and attendee details from event ticketing platforms (e.g. TryBooking) for workshops and showcases
- Information shared with us by parents/guardians on behalf of a student

3. How we use your information

We use personal information to:

- Respond to enquiries and process trial, lesson, course and workshop bookings
- Deliver and personalise lessons, track student progress, and communicate about scheduling (including changes, cancellations, and makeups)
- Process payments and manage invoicing
- Send updates about TVA — showcases, events, term dates, offers and promotions — where you haven't opted out
- Share student achievements and studio life on our website and social media, with consent
- Maintain the security of our studios, website and student portal
- Meet legal, accounting and insurance obligations
- Improve our services, website and communications

4. Who we share information with

We don't sell personal information. We share it only where necessary to run TVA:

Recipient	Purpose
TVA coaches and admin staff	Delivering lessons and managing bookings
Booking, scheduling and payment providers	Processing trials, enrolments, invoices and payments
TryBooking (or equivalent ticketing platforms)	Managing registrations for workshops, showcases and social events
Wix (website host)	Hosting our website and handling site analytics/cookies

Cloud storage and internal team tools	Secure internal record-keeping (student notes, schedules, studio operations)
Instagram / Meta	Publishing content you've agreed to feature, and running our social pages
Professional advisers	Accounting, legal and insurance purposes

We require third parties who handle personal information on our behalf to protect it appropriately. We do not disclose personal information to overseas recipients except where a third-party platform we use (such as a booking, hosting, or social media provider) stores or processes data outside Australia as part of its standard service.

5. Photos, video and marketing

From time to time we photograph or film lessons, showcases and social events for use on our website and Instagram (student spotlights, testimonials, promotional content). We only use identifiable images or footage of a student, or feature their name, with the consent of the student (or their parent/guardian if the student is a minor). You can withdraw consent at any time by contacting us — see section 9.

6. Cookies and website analytics

Our website, built on Wix, uses cookies to operate correctly, remember preferences, and understand how visitors use the site. You can control or disable cookies through your browser settings, though some parts of the site may not function as intended if you do.

7. Data security and retention

We take reasonable steps to protect personal information from misuse, loss, and unauthorised access, use, modification or disclosure, including restricting access to student and business records to TVA staff who need it to do their jobs.

We keep personal information only as long as it's needed for the purposes described in this policy, or as required by law (including tax and insurance record-keeping obligations), after which it is securely deleted or de-identified.

8. Your rights

You have the right to:

- Ask what personal information we hold about you or your child, and request a copy of it
- Ask us to correct information that is inaccurate, out of date or incomplete
- Withdraw consent to marketing communications or the use of photos/video at any time
- Ask us to delete personal information, subject to our legal and record-keeping obligations
- Make a complaint if you believe we've mishandled your personal information

To exercise any of these rights, contact us using the details in section 9. We'll respond within a reasonable timeframe.

If you're not satisfied with our response, you can lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at [oaic.gov.au](https://www.oaic.gov.au).

9. Contact us

If you have any questions about this Privacy Policy or how we handle your personal information, please get in touch:

The Vocal Academy

Email: info.thevocalacademy@gmail.com

Phone / Text: 0400 848 868

Mornington studio: U15/33 Milgate Dr, Mornington VIC 3931

Mentone studio: 85a Balcombe Road, Mentone VIC 3194

10. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal reasons. The current version will always be available on our website, with the effective date shown at the top.