



Privacy Policy

Barking at the Moon (BATM) think our Privacy Policy is important information and that you should be aware of it. It's a bit of a long read, but we recommend that you take time and go through all of the detail below, as it will explain your rights and our obligations when it comes to how we deal with your personal information and privacy law.

At BATM, we like to be honest and transparent about all of our processes so you can feel comfortable knowing that your personal information is in safe hands. Our Privacy Policy is about letting you know why we collect personal information, the type of information we collect, how we will use that information once we have collected it, and most importantly, how we will protect your personal information.

What is personal information? It's really just all the things we have collected and know about you so we can provide you with one or all of the services we provide.

Why we collect personal information

We only collect personal information from you when it is reasonably necessary to do so for a business purpose. In essence, we collect this information so that we can provide you with the best Self-test, Show Reel and/or Tuition (Specialist) services we possibly can. If we did not collect this information, we would not be able to identify you in your own self-test audition or showreel, submit a self-test audition on your behalf if you require, nor prepare in advance for a private tuition session.

Do you have to provide personal information?

You have the right not to provide your personal information to BATM or to deal with us anonymously if you wish. Unfortunately, we require a minimum amount of personal information in order to provide our Specialist services to you. Without this personal information, we may not be able to offer you our service or provide the quality of service that you might expect.

The type of information we collect

BATM collects personal information such as your name, address, and contact details. For some of our specialist services, we will capture and/or retain video footage, as well as the information associated with that footage, for a period of less than one month, unless we obtain your express consent otherwise.

How we collect this information

There are a few different ways we collect this information.

Most personal information that we collect comes directly from you. This happens when you make an appointment or order a service through BATM or our hosted booking website at Square.

We will sometimes collect personal information during our relationship with you. This can occur:

- If we are dealing with a third party on your behalf, such as submitting a self-test on your behalf; and
- If you update or change your personal details with us

How we DO NOT collect personal information

BATM does not purchase or receive personal information from other companies for marketing or any other purpose not directly related to providing our Specialist services. We also do not collect personal information from our website in any form without your knowledge, including digital identifiers or cookies.

Sensitive personal information

Generally, BATM does not need to collect or hold any sensitive personal information. We do not need to know anything about your race, ethnicity, politics, religious or philosophical beliefs, union affiliations, sexual preferences, criminal record, health, genetics, or biometric information. This type of information doesn't help us provide a better service to you, so it's literally none of our business.

There are some circumstances where a client may voluntarily supply sensitive personal information as they require BATM to submit a self-test audition to a casting director (or similar) on your behalf. We will only collect this type of information with your permission and will only ever use it for the purpose for which it was provided.

Who we share information with

BATM does not share your personal information with anyone unless it is with your consent, and it is necessary to perform a service we are providing to you – for example, submitting your self-test to a casting director.

Sharing with others

Be assured that BATM will only disclose your personal information to others if you have given us permission to share that information, or if the disclosure relates to the main reason we collected the information and you would reasonably expect us to do so.

When people don't want to pay

Most of the Specialist services we provide are paid for on the day, so this is not really a big issue for us or you. Sometimes, on the rare occasion and for whatever reason, people decide that they don't wish to pay BATM after providing a service. In these rare circumstances and as much as we don't like to, we may have to refer these matters to a debt collection agency or similar company. We will only supply them with the personal information they need to handle the debt and, of course, they are bound only to use this information for the purpose for which it was provided.

Sometimes, we have to share

Although it is extremely unlikely, BATM will give access to your personal information when and to the extent that we are required to do so by Australian law or in co-operation with law enforcement bodies. Even more unlikely, we may also disclose personal information if we believe there has been unlawful activity, serious misconduct or that to do so could reduce or prevent a serious threat to life, health or safety.

Advertising and personal information

We currently don't have any plans to market directly to our customers. If this should change in the future, we may from time to time contact you with offers about our Specialist Services that may interest you. As BATM does not purchase or collect marketing information from third parties, we would only contact you if you were an existing customer or were possibly a previous customer of ours. BATM would advertise to you directly by email and/or text, and our website.

Opting Out

If in future we do start in any type of direct marketing, such as email or text, BATM will always let you know how you can opt out of receiving any future advertising material.

When opting out, you will be able to choose to opt out of a particular type of direct marketing or from all direct marketing.

Keeping your information secure

BATM take the security of your personal information very seriously. We have a number of strategies in place that help us to ensure your personal information remains protected, which includes utilising a third-party company who specialise in this area to host our booking website.

How to access your personal information

If you ask us, BATM will usually give you access to the personal information we hold about you. We will always confirm your identity before giving access to your personal information.

You can ask for access through the Contact Us page of our website (www.barkingatthemoon.com.au). It will really help if you tell us what you're looking for.

There are circumstances under Australian privacy laws where we may not give you access to the personal information we hold about you. For example, we can't give you access if it would unreasonably affect someone else's privacy or if giving you access poses a serious threat to someone's life, health or safety.

There is generally no cost for accessing the personal information we hold about you, unless the request is complex or resource intensive. If there is a charge, it will be reasonable, and we will let you know what it is going to be so that you can agree to it before we go ahead.

Quality of Personal Information

We aim to keep the personal information we hold about you accurate, up-to-date and complete. This helps us to provide a better service to you. If you think our records need to be updated or corrected, please contact us through the *Contact Us* page of our website (www.barkingatthemoon.com.au).

Let us know

If you have any questions or concerns about our privacy policy or our practices, please let us know. You can contact us through the Contact Us page of our website (www.barkingatthemoon.com.au):

If you make a complaint about privacy to us, we will acknowledge receipt of your complaint, and endeavour to investigate and respond to you within 30 days.

Changes

We'll amend this policy if our practices change. Details of recent amendments and the date they were made will be detailed below.

This current version is dated 29 June 2023.