



The Graduates Privacy Policy

Effective 1 July 2026

The Graduates is operated by Walder Music Pty Ltd (ABN 73 671 629 057)

The Graduates is operated by Walder Music Pty Ltd (ABN 73 671 629 057). The Graduates is committed to protecting the privacy of clients, prospective clients and other individuals who contact or engage with us.

This Privacy Policy explains how The Graduates collects, uses, stores and protects personal information in connection with enquiries, event bookings, performances, invoicing, payments and client communication.

The Graduates manages personal information in accordance with the Australian Privacy Principles (APPs) where applicable.

1. Information We Collect

The Graduates may collect personal information including:

- name
- mobile phone number
- email address
- event details provided through website enquiry forms or subsequent communication
- information exchanged by email, phone or other direct communication in connection with an enquiry or booking
- event venue details
- a residential or private address where a performance is being held at a private residence
- billing and invoice information
- records of communications relating to enquiries, bookings, performances, invoicing and administration

The Graduates does not request or store full credit card details through its website enquiry forms.

Where a client chooses to pay an invoice by credit card, card details are entered by the client at the time of payment through the payment facility available via the relevant Xero invoice link. Credit card payments made through Xero invoice links are processed using Stripe, which is connected to The Graduates' Xero account.

The Graduates does not receive or store clients' full credit card numbers.

2. How We Collect Information

Personal information may be collected when individuals:

- submit an enquiry through The Graduates website
- communicate with The Graduates by email or phone
- provide information in connection with a quotation, booking or performance
- confirm event, venue, scheduling or logistical details
- provide an address for a performance at a private residence

- receive or pay an invoice through Xero

Website enquiry forms request only the information reasonably required for The Graduates to respond to an enquiry, including the person's name, mobile number and email address.

Additional information may be collected after initial contact where it is voluntarily provided or reasonably required to manage a quotation, booking, performance, invoice or related communication.

3. Why We Collect Information

The Graduates collects personal information for the purposes of:

- responding to enquiries
- preparing quotations and performance proposals
- communicating with prospective and confirmed clients
- managing event bookings
- coordinating performance schedules and logistics
- confirming venues and performance locations
- attending private residences where a performance has been booked
- issuing invoices and managing payments
- maintaining appropriate business, accounting and administrative records
- meeting legal, accounting, insurance and other business obligations

The Graduates will only use personal information for purposes reasonably connected with the enquiry, booking, performance or business relationship, unless otherwise required or permitted by law.

4. Third-Party Platforms

The Graduates uses third-party platforms to support its business operations, administration, invoicing and payments.

These may include:

- **Xero** for accounting, invoicing and payment-related administration
- **Stripe**, which is connected to Xero for credit card payment processing
- email services used for client communication
- website hosting and form systems used to receive and manage website enquiries
- other administrative systems reasonably required for business operations

Where personal information is processed through a third-party platform, that platform may handle information in accordance with its own privacy, security and data-handling practices.

The Graduates takes reasonable steps to use reputable third-party service providers appropriate to its business operations.

5. Payment Information

The Graduates uses Xero as its accounting and invoicing software. Credit card payments made through Xero invoice links are processed using Stripe, which is connected to The Graduates' Xero account.

Where a client chooses to pay an invoice by credit card, the client enters their credit card details at the time of payment through the payment facility available via the relevant Xero invoice link.

The Graduates does not receive or store full credit card numbers.

Credit card and payment information is processed by Stripe in connection with the Xero invoice payment facility and is handled in accordance with the applicable privacy, security and payment-processing practices of Stripe and Xero.

6. Access to Personal Information

Access to client and enquiry information is limited to persons who reasonably require the information for the operation of The Graduates, including for:

- responding to enquiries
- managing bookings
- coordinating events and performances
- invoicing and accounting
- administration

Where reasonably necessary for a confirmed performance, limited event information may also be provided to participating musicians, contractors or service providers on a need-to-know basis.

For example, this may include:

- event date and timing
- venue name
- performance address
- arrival or access instructions
- other logistical information necessary to deliver the booked performance

Personal contact information will not be shared more broadly than reasonably necessary for the performance or administration of the booking.

7. Disclosure of Information

The Graduates does not sell personal information.

Personal information may be disclosed where:

- reasonably necessary to manage or deliver a booked performance
- reasonably necessary for invoicing, accounting, payment processing or business administration
- required by law
- required by a court, regulatory body, law-enforcement agency or government authority
- reasonably necessary to protect the safety, rights or legal interests of clients, musicians, contractors, The Graduates or other persons

Where a performance is being held at a private residence, the address may be shared with musicians or other personnel who reasonably require the location in order to attend and perform at the event.

8. Data Security

The Graduates takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

This includes:

- limiting access to personal information to those who reasonably require it
- using third-party business, accounting and payment platforms for relevant administrative functions
- maintaining appropriate business practices for client communications, booking information and invoices

No method of electronic transmission or storage is completely secure. However, The Graduates takes reasonable steps appropriate to the nature of the information it holds and the size and nature of its operations.

9. Accessing or Correcting Personal Information

Individuals may request access to, or correction of, personal information held about them by The Graduates.

Requests can be made using the contact details set out at the end of this Privacy Policy.

The Graduates will respond to reasonable requests within a reasonable timeframe.

10. Retention of Information

The Graduates retains personal information for as long as reasonably necessary for:

- enquiry and booking management
- performance administration
- client communication
- invoicing and accounting
- insurance purposes
- legal and regulatory obligations

- general business administration

Some information may need to be retained for longer periods where required for accounting, taxation, legal, insurance or record-keeping purposes.

When personal information is no longer reasonably required, The Graduates will take reasonable steps to securely delete, de-identify or archive it where appropriate.

11. Website Enquiry Forms

When visitors submit an enquiry through The Graduates website, the enquiry form requests:

- name
- mobile phone number
- email address

This information is collected for the purpose of responding to the enquiry and communicating about potential performance services.

Any further personal information is generally collected only after contact has been established and where the information is provided through subsequent email, phone or other direct communication.

This may include event details, venue information and, where a performance is being held at a private residence, the relevant address.

The Graduates website may also use standard website technologies such as cookies, analytics or hosting tools to maintain website functionality and improve the user experience.

12. Updates to This Policy

The Graduates may update this Privacy Policy from time to time.

The most current version will be made available on The Graduates website.

13. Contact

For privacy enquiries, access requests or correction requests, please contact:

The Graduates

Email: info@thegraduatesmusic.com.au

Phone: 0421 636 827

Website: thegraduatesmusic.com.au