

BJT Child Protection Risk Management Strategy September 2007

This Strategy involves a set of policies and practices designed to protect all young people at BJT but particularly to protect children aged under 18 years of age from harm in relation to BJT activities.

“Staff” refers to all BJT staff, paid and unpaid, including but not limited to office staff, production team, tutors, contractors and all formal and informal volunteers.

“Parents” also refers to child guardians.

“Members” refers to all people registered for productions and classes

“Productions” refers to all BJT Events

1. Statement of Commitment

BJT is committed to the safety and wellbeing of all of its members with a special commitment to members aged under 18 in recognition of the moral and legal responsibility it has for young people involved in its programs.

2. BJT Code of Conduct for interacting with Children & Young People

This Code of Conduct is expected of all paid staff, including volunteers, who work for BJT.

BJT, on behalf of the young people in its care requires staff to:

1. Accept and follow the rules and policies of the organization.
2. Treat youth members with respect and accept *duty of care* for the welfare, safety, health and happiness of young people.
3. Respect everyone’s right to personal privacy at all times and take special care in relation to sleeping, changing clothing, bathing and use of toilets and bathrooms.
4. Accept that adults at BJT avoid, wherever possible, unaccompanied or unobserved activities with individual youth members. Remember “in sight – out of hearing” as a guiding principle.
5. Act with courtesy, respect, consideration and good judgment in all interpersonal relationships at BJT activities.
6. Not use their position at BJT to promote their own beliefs, behaviours or practices where these are incompatible with BJT’s.
7. Adhere to BJT’s policies in regard to drugs, smoking and alcohol, and ensure that the *duty of care* to members is met in these areas.
8. Understand that bullying, physical or verbal abuse, neglect or any other type of abuse is unacceptable conduct by any BJT member or staff member.
9. Report any conduct seen or heard that does not comply with this code of conduct.

3. Recruitment, Training and Management Procedures for Staff

1. BJT maintains an alphabetical (by surname) blue card register including official notifications and/or photocopies of blue cards held by BJT employees & volunteers.
2. All BJT staff must comply with Blue Card regulations as outlined by the Commission for Children and Young People and Child Guardian.
3. BJT volunteers are usually parents of current members or parents of past members. Where exceptions occur, BJT management must first investigate the person’s suitability to work with young people through an interview and checking of references.
4. When interviewing new paid staff, BJT will carefully consider the applicant’s previous experience in child-related environments, ask pertinent questions and check references carefully before appointing a new staff member.
5. BJT office staff will ensure that BJT’s risk management strategy is distributed to all BJT staff with a requirement that they read it thoroughly.

4. Reporting Guidelines & Directions for Handling Disclosures & Suspicions of Harm

1. All BJT staff report directly to the BJT Production Manager in terms of any disclosures or suspicions of harm to a BJT member or a young person involved in a BJT activity.
2. If the incident is considered serious, the staff member is encouraged to firstly, act to ensure the young person's safety and wellbeing and secondly, record in writing details of the incident at the earliest opportunity.
3. Notify the BJT Production Manager at the earliest opportunity following the incident and deliver the written details if relevant.
4. If the staff member is dissatisfied with the BJT Production Manager's response, the staff member is encouraged to write to the BJT President or another Executive Committee member.

5. Managing Breaches of this Risk Management Strategy

1. If a staff member or other person breaches this risk management strategy, the person who identifies the breach must report it to the Production Manager at the earliest opportunity.
2. The Production Manager will maintain a record of all strategy breaches in a dedicated File on their PC that is regularly backed up and will report on serious breaches at the next Executive Committee meeting.

6. Compliance with Blue Card Legislation

1. BJT will ensure it complies with Blue Card legislation by regularly (eg. at least once every 6 months) checking the Children's Commission website and by responding positively and in a timely manner to official notifications of changes in legislation.
2. BJT will communicate changes in Blue Card legislation to BJT staff in a timely manner.
3. BJT Administrators must ensure that BJT tutors have current blue cards by firstly, asking them when they ring up to book them, secondly, sighting their cards on the day of the tutorial and thirdly, recording the card name and expiry date on the tutorial role sheet.

7. Risk Management Plans for High Risk Activities and Special Events

1. Where BJT undertakes activities that are considered high risk (eg. tours and camps), BJT office staff will work with volunteers to develop a specific risk management plan for those activities.
2. In case we tour, a specific tour code of conduct of conduct for participants must be included in the handbook to show members what is expected of them in terms of behaviour. Emergency contact phone numbers will also be included with tour information.
3. BJT office staff will ensure an allocation of approximately one adult per 10 members aged under 18 and approximately one adult per 15 to 20 members aged 18 or over for camps and tours.

8. Strategies for Communication and Support

1. All key BJT staff will be given the latest version of BJT's Risk Management Strategy at the start of each calendar year and important updates will be issued as they occur.
2. All BJT staff have access to a hard copy of BJT's Risk Management Strategy that is kept in the BJT office, or with the Production Manager and Artistic Director or any board member.
3. BJT staff are encouraged to share risk management information with volunteers who are involved on a casual basis (eg. camp only) as required.

9. Sunsmart Policy

BJT is based in Brisbane, a city that has one of the highest rates of skin cancer per capita in the world. BJT recognises that skin cancer is a preventable disease and actively promotes, encourages and supports skin protection at all events with which it is associated. While the majority of BJT activities take place indoors, certain activities such as music camps, tours, day trips and break-up functions may involve an outdoor environment.

Wherever Possible, BJT will:

- A. Schedule outdoor activities and events to avoid the peak, ultraviolet period from 10.00am to 3.00pm.
- B. Actively encourage employees, members and participants to wear sun protective clothing if they are involved in outdoor activities. This includes:
 - i. shirts or tops which have longer sleeves and a collar
 - ii. longer legged shorts where appropriate
 - iii. wide brimmed or legionnaire hats where practical
 - iv. sunglasses to protect the eyes.
- C. Provide adequate shade, or the option to access shaded areas for outdoor activities.
- D. Actively encourage employees, members and participants involved in outdoor activities to routinely wear a suitable hat, use broad spectrum, water resistant, 30+ sunscreen (applied at least 15 minutes before entering swimming) and stress the importance of regular re-application. Provide and/or sell sunscreen for outdoor events where relevant.
- E. Provide easy access to drinkable water and encourage members to bring their own water bottles.

10. Fire Evacuation

Fire evacuation procedures differ for each venue used by BJT. BJT staff and volunteers are required to study and understand the fire evacuation procedures for each venue used. They must explain these in simple terms to the production members at the start of the first rehearsal in that venue each term or as required by the operating procedures of each venue.

1. Production volunteers must point out fire exits to members.
2. If a fire starts or a fire alarm sounds Office Staff or, if no office staff are present, 2 volunteers from each production go to the fire exit to investigate. At the same time, the director and remaining volunteers ask the members to prepare to evacuate; point out exits, clear exit paths, close materials, move large equipment out of the way and give any other relevant instructions. 2 Office staff/volunteers look to see where the alarm is located and investigate this location as quickly as possible to see if there is a fire.
3. If there is a fire or if staff can't determine immediately if it is a false alarm, volunteers/office staff must quickly return to the production members and instruct them to evacuate immediately to the assembly point.
4. If there appears to be no fire, volunteers/office staff return to the production members and ask them to either stay in their seats or move to the evacuation points until the fire brigade turns the siren off.
5. If BJT staff are on the premises, they may announce if it is a false alarm or whether to evacuate.
6. If the alarm persists and there is no announcement, evacuate to the assembly point.
7. Office staff/volunteers should quickly check toilets on the way out to the assembly point after advising the production members, and then do a head count at the assembly point and check this against the attendance register.
8. One office staff member/volunteer reports to the fire brigade when they arrive.

11. Transportation Issues

1. The transportation methods chosen by members to and from regular activities are not the concern of BJT staff in Production. However, if BJT staff are concerned that parents may not be aware of certain risks; eg. a young members walking to catch public transport, staff are encouraged to notify the musician's parents about the perceived risk.

2. If a situation arises where a BJT member or participant aged under 18 seeks alternate transport arrangements through a BJT staff member different to those understood by the member/participant's parent (s), BJT must first gain permission from the member's/participant's parent(s) before allowing such arrangements. Wherever possible, this permission should be in writing. Parents should nominate such people on the registration form or contact the production manager.
3. In the case of bus or plane travel, BJT will ensure the engagement of a reputable airline or bus company and will ensure that buses are fitted with seatbelts. BJT will ensure that parents grant signed permission for their children aged under 18 to travel on a bus or plane before undertaking such a venture.
4. BJT staff may not provide transport (eg. in their car) for a child aged under 18 (except their own child) without first obtaining the permission – preferably written - of the child's parent. An exception to this is described in paragraph 13.5 below.

12. Small Group Activities

1. Small group activities typically involve small group rehearsals and sometimes a tutor may be assigned to just one or two students. Under these circumstances, the tutorial room door must be left open at all times and the production administrator or a delegated staff member must regularly check the activity, eg. once every 30 minutes. For tutorials involving just one or two students, a parent of one of the students may sit in the room if this is organised in advance.
2. BJT staff are required to avoid any situation where they are alone with any member except for unavoidable situations such as tutorials or when a member is the last one waiting for their parents to collect them. In the latter case, it is preferable for the staff member to wait in an open area such as a car park or footpath.
3. If a member or teacher arranges to have a private lesson involving a member aged under 18 at a BJT production venue or another venue being used by BJT, BJT must first obtain permission from the member's parents before allowing the lesson to take place. Wherever possible, this permission should be in writing.
4. It is assumed that any informal parties or gatherings which might include kids who have been a part of BJT events, outside of BJT's auspices are the responsibility of individual parents or persons who have organized the events.

13. Pick Up / Drop Off / Restricted Areas

1. BJT members aged under 18 are not considered in the care of BJT staff until they arrive inside the BJT Production venue (or alternate venue) for their scheduled rehearsal, tutorial or performance. Parents of members are responsible for the members' safe arrival up to that time.
2. BJT members aged under 18 are not considered in the care of BJT staff after they leave the BJT production venue (or alternate venue) following their scheduled BJT activity. Parents of members are responsible for the members' welfare from this time. BJT staff are encouraged to regularly remind parents to collect their children immediately (eg. within 20 minutes) after BJT activities.
3. BJT members will be considered to be in the care of BJT staff from no more than 30 minutes prior to the official commencement time of a BJT activity. Prior to this time, BJT cannot take responsibility for the members' welfare.
4. For night-time activities, BJT staff must ensure that members aged under 18 are not left waiting alone for transport in dimly lit areas or areas otherwise considered unsafe. For day-time activities, BJT staff must similarly ensure that members aged under 18 are not left waiting alone for transport in deserted areas or areas otherwise considered unsafe. BJT administrators must designate at least one volunteer at each BJT activity to monitor collection of under-18s following completion of the activity.
5. In the event that a member is not collected by their parents after a BJT activity after an extended period of waiting and the parents cannot be contacted, BJT staff may be required to take the child to the staff member's house while continuing to try to contact the parents. The staff member should ensure, where possible, that there are other people at their house and it is preferable that there is a third person in the vehicle during transportation. BJT staff must never send members home in a taxi although parents of members may choose this option and organise it themselves after communicating the arrangement with BJT staff.

6. BJT will ensure that when BJT activities take place at any venue hirers are either not present or if they are present, that they & their activities do not pose a significant risk to the welfare of BJT members.

7. Brisbane Junior Theatre's rehearsals are mostly organised on during week days and the only staff members present are tutors. BJT cannot provide supervision of members outside of the actual tutorial time. The welfare and safety of members aged under 18 before and after the BJT rehearsal lies solely with the members' parents.

8. During rehearsal/tutorial breaks, members aged under 18 must stay within the venue grounds and in areas where they can be properly supervised, eg.

14. Attendance Register

1. BJT administrators are required to maintain an attendance register for all BJT activities and this must be taken at the start of each activity and checked after any official breaks. Staff must investigate any absences of members aged under 18 following production breaks.

2. BJT production staff must contact parents to discuss absences without apology by members aged under 18 from BJT activities.

15. Physical Contact

1. BJT staff are required to avoid physical contact with production members, with the exception of their own children.

2. If physical contact is considered necessary, BJT staff must ensure it is, and is seen as, appropriate to both the staff member and the BJT member and that it takes place in view of other staff and/or members.

16. Medical Issues

1. All BJT members must complete a confidential, medical statement to join BJT. BJT office staff file this medical record and make it available to production administrators and other volunteers that need to access the information.

2. For extended BJT activities such as camps and tours, BJT endeavours to include a medically qualified volunteer (eg. nurse, doctor or paramedic) to be in attendance throughout the activity.

3. BJT members are encouraged to stay hydrated during BJT activities by carrying water bottles on hot days and accessing water supplied by BJT.

4. BJT staff must ensure they are aware of the nearest hospital or medical centre (& opening hours) for all activities.

5. For any swimming activity (eg. camps or tours) involving members aged under 18, BJT will provide at least one First Aid qualified supervisor and a ratio of at least one staff member for every ten swimmers.

17. Drugs, Alcohol and Smoking

1. Illegal drugs are not permitted to be used by any BJT member or staff.

2. Smoking is not permitted by any BJT member aged under 18 and any smoking by a BJT member or a staff member aged 18 or over must be in accordance with state and national legislation, and with consideration for the health and comfort of other people in the vicinity.

3. Alcohol may not be consumed by any BJT member aged under 18. Alcohol consumption by BJT members aged 18 or over is only permitted under very specific conditions at particular BJT activities and must always be in moderation. If consumption is considered excessive, disciplinary action will be taken and the person will be asked to leave.

4. Alcohol consumption by BJT members is not permitted at any regular rehearsal, tutorial or performance.

It may be permitted in moderation by BJT members aged 18 or over at official, post-performance functions. Alcohol may not be consumed by any BJT member at a BJT camp. The parameters for alcohol consumption by staff and BJT members aged 18 or over during tours are defined separately for each tour activity.

18. Interaction of Under 18s with those aged 18 or Over

1. BJT volunteer staff with Productions that have both members aged 18 or over and members aged under 18, must identify which members of their production are aged under 18, both from production lists (names showing positions and ages) and eventually by sight.
2. At overnight activities such as camps and tours, members aged under 18 must be segregated wherever possible from those aged 18 or over in terms of accommodation arrangements. Members aged under 18 must not enter the rooms of those aged 18 or over. For all ages, males and females should occupy separate accommodation. On very rare occasions, members aged 18 or over of both genders may occupy a mixed room (eg. multiple share of 4 or more per room) to save costs, provided the room occupants and staff are totally satisfied with the arrangements.
3. BJT staff must monitor the interactions of under 18s with those aged 18 or over, as time allows, during all BJT activities to ensure the protection and well-being of members aged under 18.

19. Communication

1. Communication between staff or staff and members must always be respectful and considerate.
2. BJT staff must avoid communication that may be considered offensive. eg. rude jokes, crude language, abusive tone or gestures, withholding relevant information. BJT staff must take particular care with their communication in the presence of, or within hearing of, members and other young people.

20. Workplace Health & Safety

BJT staff must always take care to comply with Workplace Health & Safety requirements. In particular:

- keep fire exits & passageways clear of equipment such as chairs and equipment
- do not ask or encourage members to lift heavy loads
- inform players of large equipment that they may drop off and pick up their equipment near the front door of the production venue
- do not allow members to run inside the building or behave recklessly during production breaks
- do not allow members aged under 18 to access unlit or poorly lit areas outside the production building at night
- ensure stage layouts are not too cramped for members.
- ensure stage layouts do not expose performers to hearing risks.
- ensure any electrical equipment being used has been tested and tagged within the past 12 months
- ensure any leads being used are securely taped down with gaffa tape from the BJT Office

21. Video & Photography

1. All members must sign a release clause that allows BJT to use their image and performances for BJT promotional purposes.
2. Any parent who wants to audio or video record a concert or other event that a BJT production is involved in must first obtain, fill out and submit to staff a BJT recording form.
3. BJT staff must remain vigilant regarding BJT parents or non-parents taking photos or video recordings of BJT members and activities. BJT staff should enquire and, if necessary, confront the person if it is suspected they are being intrusive or operating under suspicious circumstances.

22. Homestays/Billeting

1. All of the rules referred to in this document additionally apply to BJT families (or other designated families) providing homestays for touring performers. BJT encourages homestays in same-gender pairs rather than singles, even if it involves using mattresses on floors rather than beds. It is important that sleeping quarters for homestay guests are segregated for males and females.

23. BJT Insurance Details:

AON NSW Community Theatre Scheme Covering Volunteers and Members to 20M.

Insurance includes Public Liability Insurance and Director's Liability. Contact Details:

Wayne A. Corbett Account Executive. Aon Risk Services Australia Ltd

P O Box 1331 Parramatta NSW 2124 Level 4/470 Church Street

Parramatta NSW 2125 Ph 02 9683 0930 Fx 02 9683 4108 E-mail wayne.Corbett@aon.com.au

24. Privacy Policy

1. With respect to the following privacy policy, BJT staff must take particular care with the confidentiality of member information. Information such as the first and last names of members, their official position in the production and their age in terms of under 18, or 18 and over, may be released to other BJT members but all other information should be kept confidential from other production members. When sending group emails, it is important that staff put email addresses in the "BCC" (Blind Carbon Copy) field and not the "To" or "CC" fields of the email header.
2. Brisbane Junior Theatre leaders sometimes organise rehearsals themselves and for this purpose, leaders need to have contact details of their section members including email addresses and phone numbers. This is best achieved by the members exchanging details amongst themselves although BJT staff may advise relevant contact details to leaders if the leader is unable to obtain the details directly, eg. due to absence from rehearsals or tutorials by certain members.

Privacy Policy:

Introduction

BJT respects the privacy of its members and customers and understands the importance of protecting personal information. BJT's Privacy Policy complies with the National Privacy Principles embodied in the Privacy Act, which came into effect on 21 December 2001. It explains how BJT collects personal information and maintains, uses and discloses that information. It also outlines your privacy rights, our Production rights and obligations and it explains how you can access the information we keep about members. This policy is binding on all staff including volunteers.

Primary purpose definition

Personal information is collected and retained concerning past and present members, parents/guardians of performing members, music teachers, staff and other individuals for the primary purpose of running BJT programs. All information collected is directly applicable to the functions and activities of BJT and to the health, well-being and protection of its members. This information is entered and stored in a database located in the BJT Office. Data may also be retained in electronic or hardcopy format by staff at other locations, eg. home computers.

Collection of data

We will only collect personal information in a fair and lawful manner, and then only that information which we require to manage and promote our organisation. When you apply for membership, the application form includes statements about privacy and requests for consent. Those privacy statements refer you to this policy where more detail is available on how any information about you may be used and disclosed in relation to your membership of BJT. When you apply for membership, you consent to us collecting, maintaining, using and disclosing personal information about you and provided by you or by another person in accordance with this policy.

Identifiers

When you register to become a production member of BJT, or make application to attend one of our programs, you may be assigned a number to uniquely identify you for the purposes of the organisation's operations. This number has no relationship to any identifier assigned by any other agency.

Type of data collected

Production, we only collect personal information about you and from you, unless it is not reasonable or practical for us to do so or with your consent. We do not collect or store information about you from individuals or organisations not connected with BJT. Our membership forms Production request information that identifies you, such as your full name, gender and date of birth; and information that enables us to contact you such as address, phone and fax numbers, and an email address. We may also ask for the name of your school or university and course or, if employed, your occupation, position and employer's name and address. We also like to know your parents' occupation and workplace, their interest in voluntary positions with BJT and whether they have any other skills that may be of benefit to BJT. We also need to know the names and contact details of your parents/guardians in case we have to contact them in an emergency, or to ensure they are informed about BJT activities, policy issues or other important matters involving their children. Our audition form asks for additional information such as former and current BJT positions held, current teacher and their contact details, approximate level and the part for which the applicant is auditioning.

Sensitive data

BJT does not actively seek to collect sensitive information (for example health information or information about your racial or ethnic origin or any criminal record), unless it is necessary to satisfy the aims and principles of our organisation, or is for the care and protection of our members. The following information, which may be considered to be of a sensitive nature, is collected but we do so in accordance with the National Privacy Principles: Information - obtained by the Criminal History Check either from the Commission for Children and Young People and/or the Queensland Police Service on potential adult volunteers is strictly confidential and is securely stored.

We collect - health and medical information, including Medicare and private health fund numbers, about youth members to provide the organisation with relevant medical information that is essential to enable us to carry out our duty of care.

Health and - medical information is also sought from adult members for use in medical situations.

Consent policy

When you join BJT, you agree that we may use your contact/personal details to send you information about our organisation and its activities and services that we feel may be of interest to you, and to contact you from time to time to obtain your feedback about our activities and services. You also agree to the collection of sensitive data for the purposes disclosed in this policy. We will not use your personal information for any purpose that you would not reasonably expect us to use it for. Your information may be used to offer you other products, services and activities that will enhance our relationship with you. You may decide on joining, and at any other time by informing us in writing, that you do not wish to be contacted in this way. It is assumed that existing members have given consent unless they advise us otherwise.

Use and disclosure

By signing the registration form you consent to us using your personal information in the following way:

To maintain a - register of our membership for that production and for BJT in general.

To respond to - your request or help us process any request for our activities or services

To - effectively administer all activities and services that we provide to you

To - communicate with you about the activities and services that we may provide you

To inform you - of relevant internal or external activities, events, promotions or special offers that may be of interest to you

To identify - geo-demographic details of our membership for the purpose of building membership

To ensure the - safety, health and well-being of all members while they participate in BJT activities

To carry out - research, marketing or development of our products, activities and services including the surveying of members on their satisfaction, needs and attitudes

To provide - contact information to enable communication between BJT members

To provide - personal details of staff and volunteers to the Commission for Children and Young People and Child Guardian and/or the Queensland Police Service for criminal record checks in accordance with the State Government Child Protection Act 2000 and our Policy and Procedures.

We may release information about you where there is a duty to the public to disclose that information, or where disclosure is required or authorised for law enforcement or regulatory purposes. BJT undertakes to give proper and responsible consideration to privacy issues associated with the introduction of new marketing methods or technology.

Data quality and integrity

We rely on the accuracy of the information that members provide us. We try to ensure that all information which we collect, use or disclose is accurate, complete and up to date. We conduct periodic internal checking procedures to ensure that as far as is practicable that the data held by us is accurate and current. You should promptly notify us if there are any changes to your personal information.

Data access and correction

You can request access at any time to personal information we hold about you. We will process your request within a reasonable time, usually 14 days. There is no fee for requesting access to or updating your information. Before giving you access to, or amending your records, either in person or over the phone, we may require you to prove your identity. We may ask you to verify your full name, date of birth and address or other information.

BJT uses forms other than the Registration forms for various operational purposes. These forms often request personal details from members, which were previously collected from their original membership application. These provide us with further opportunities to ensure our data is accurate and current. Any amendments to member records will be processed as soon as possible after forms are submitted.

Access to data by staff and members of BJT

BJT is largely run by voluntary staff. Communication between staff is of primary importance for BJT's successful operation. The provision of some personal details about members to volunteers, typically current or former parents of members, whose role is to supervise members, is essential.

For these reasons, BJT staff are authorised to provide limited personal information about a performing member to another staff member for bona fide purposes.

Access to data by non-staff

Access to personal information by non-staff, except custodial parents / guardians, is not permitted. Personally identifiable data is not provided to third parties.

Data security

We take all reasonable steps to protect your personal information from misuse, loss, unauthorized access, modification or disclosure.

We have physical, electronic and procedural safeguards to protect your information held by us.

For example, your personal information in the form of original or copies of paper forms is stored securely in our office. Authorised volunteer or paid staff may also hold forms. These staff are accountable for the security and privacy of your data.

The BJT Office is the sole location of the data held in electronic databases. We require all staff and volunteers to maintain the confidentiality of customer and member information. The database is backed-up on a HD regularly. Current policy is that electronic information on the membership database on past members is not removed or archived.

Commercial use of data

There are occasions when external organisations or individuals wish to offer a product or service to members, which we consider would be beneficial, or of interest. Subject to our approval of the organisation and the material to be sent to members, and a signed agreement between BJT and the organisation regarding data confidentiality, we may provide mailing data in a secure format to that organisation, or to a mailing house on their behalf. In Production, BJT does not rely on third party suppliers to conduct specialized activities such as bulk mail outs, data processing etc. While your personal information may be provided to an agent to enable them to perform their agreed tasks, such information remains the property of BJT at all times and the agent organisations involved are bound by specific confidentiality, non-disclosure agreements and data disposal protocols. BJT, its suppliers and partners also abide by the Australian Direct Marketing Association (ADMA) Code of Ethics in relation to all direct marketing and electronic marketing to members.

Website on-line services policy

BJT does not collect any personal information about you via our Internet site except when you knowingly provide it. It is possible for you to visit this website without telling us who you are. We may use your e-mail address to send you from time to time various promotional offers, BJT program information, special events or other marketing communications that may be of interest to you. It is our policy to only email customers who give us permission to do so. If we send you an email for a commercial purpose, we will give you the option of not receiving further communications of this nature.

Personal information obtained on the site will never be released to a third party without your consent. We will use any collected information to improve our service to users, and from time to time may contact registered users about new features and improvements to the website.

BJT will take reasonable steps to ensure that member information is secure from any unauthorised access or disclosure. We review our security procedures from time to time and update them when relevant.

We assume no responsibility for the information practices of third-party sites where a user is able to access their sites through ours. We

encourage users to review each site's privacy policy before disclosing any personally identifiable information.

For statistical purposes we may collect non-personalised information on website activity (such as the number of users who visit the website, the date and time of visits, the number of pages viewed and navigation patterns) through the use of 'cookies' and other tracking technology. In order to collect user statistics we may anonymously log information, and identify categories of users by items such as domains and browser types.

BJT may amend this policy from time to time. If we make any substantial changes in the way we use your personal information we will notify you by posting a prominent announcement on our pages, and via an email to registered users.

If you have any questions or feedback on our website privacy policies please send an email to: juniortheatre@excite.com

Your rights

You need not give us any of the personal information about you or any other person, which may be requested in our communications with you. However, without that information, we may not be able to process an application, fulfill your request to become a member or provide you with an appropriate level of service. You are entitled to ask us for access to your personal information records at any time, or to choose to cancel or opt-out of any service or future mailing. You may elect to advise us that your phone, fax or email details are to be marked as 'silent' in which case we will not release or publish them in any form.

Complaints resolution

Complaints will be resolved by BJT Staff, including volunteers, as they arise. Where a complainant is dissatisfied with the action or response from staff, they are encouraged to raise it directly with the Production Manager. If the complainant is still dissatisfied, they are encouraged to submit a complaint in writing or by email to the BJT Directors for consideration by the BJT Executive Board and the Executive Board will issue a response in writing or by email.

Changes to our privacy policy

The information presented in this policy relates to our current privacy standards and we may vary these from time to time. We will notify you of these changes by publishing them on our website. We will not separately notify you of these changes in any other way.