

# Privacy Policy

How we collect, hold, use and disclose your personal information

The BBQ Store Pty Ltd | ABN: 62 147 926 305 | ACN: 147 926 305

## 1. About This Policy

The BBQ Store Pty Ltd (ACN: 147 926 305) (ABN: 62 147 926 305) ('we', 'us', 'our') Privacy Policy explains how we collect, hold, use and disclose personal information about you, and how you can access and correct that information or make a complaint.

Our Privacy Policy is compliant with Australian law as set out in the Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs).

This policy applies to all personal information we collect through our website ([www.thebbqstore.com.au](http://www.thebbqstore.com.au)), in-store, by telephone, by email and through any other interactions you have with us. The BBQ Store Pty Ltd may change this policy periodically by updating this page.

## 2. Anonymity and Pseudonymity

Where practicable, you may browse our website and make general enquiries without identifying yourself. However, if you wish to make a purchase, create an account, or request specific services, we will generally need to collect personal information that identifies you.

## 3. What Personal Information Do We Collect?

The BBQ Store Pty Ltd may collect the following information:

- Your full name;
- Your contact information (including your email address, phone number, and postal address);
- Your billing and delivery address;
- Your order history and transaction records;
- Your financial information (including your payment history, credit history, etc.);
- Your account login credentials (username and password);
- Demographic information (including your postcode, preferences and interests);
- Information you disclose through customer surveys, competitions or promotional offers;
- Any communications you send us (including emails and website enquiries); and
- Technical information collected automatically when you use our website (including IP address, browser type, device identifiers, and browsing behaviour - see section 6 on Cookies).

### 3.1 Sensitive Information

We do not intentionally collect sensitive information beyond what is necessary to process a payment, unless you choose to provide it to us and consent to its collection, or we are required to collect it by law.

## 4. How Do We Collect Personal Information?

- Directly from you when you make a purchase, create an account, register a warranty, complete a survey, enter a competition, contact us by phone or email, enter our store, or interact with us in any other way;
- Automatically, when you use our website, through cookies and similar tracking technologies such as server-side tracking (see section 6 on Cookies); and
- From third parties such as delivery partners, payment processors, and analytics providers, to the extent they share information with us in connection with the services they provide.

We only collect personal information by lawful and fair means, and only if it is reasonably necessary for our business activities.

## 5. How Do We Hold Personal Information?

We hold your personal information electronically, in our internal systems and databases, and through third-party cloud-based service providers and platforms used in our operations.

We take reasonable steps to protect the personal information we hold from misuse, interference, loss, and from unauthorised access, modification or disclosure. These steps include:

- Password protection and access controls on internal systems;
- SSL/TLS encryption on our website;
- Two-factor authentication for staff accessing customer data; and
- Use of reputable third-party service providers with their own security certifications.

## 6. Cookies and Website Tracking Technologies

Our website uses cookies and similar tracking technologies. A cookie is a small text file placed on your device by your web browser when you visit a website.

### 6.1 Types of Cookies We Use

- Essential cookies: necessary for the website to function (e.g. maintaining your shopping cart and session);
- Analytics cookies: to understand how visitors use our website so we can improve it; and
- Marketing and advertising cookies: to show you relevant advertisements and measure the effectiveness of our marketing.

### 6.2 Third-Party Cookies

Some cookies are placed by third-party services that appear on our pages. The third-party services we use that may set cookies include:

- Google Analytics: used to help us understand website traffic, visitor behaviour and improve website performance; and

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- Meta Pixel: used to measure advertising performance and help deliver relevant ads across Meta platforms such as Facebook and Instagram.

If you want up-to-date information regarding the specific third-party services we are using at any given time, please contact our Privacy Officer (see section 13).

### 6.3 Managing Cookies

You can control cookies through your browser settings. Most browsers allow you to refuse or delete cookies. Doing so may affect some features of our website.

### 6.4 Server-Side Tracking

In addition to browser-based cookies, we use server-side tracking technologies. Unlike cookies, server-side tracking operates from our web server rather than your browser, which means it functions independently of your browser's cookie settings or ad-blocking tools.

Through server-side tracking, certain information - including your IP address, purchase events, page interactions and, where applicable, hashed contact information such as your email address - may be transmitted directly from our server to third-party platforms including Google Analytics and Meta Pixel. If you wish to limit the use of your data by these third parties, you may do so through their respective privacy settings.

## 7. Why Do We Collect and Use Personal Information?

- To process and fulfil your orders, including arranging delivery and handling returns;
- To manage your account and provide customer service;
- To process payments securely;
- To communicate with you about your orders, enquiries and any issues;
- To send you direct marketing communications about our products and services;
- To improve our website, products and services through analytics and customer feedback;
- To conduct market research;
- To comply with our legal obligations, including tax and accounting requirements; and
- To detect and prevent fraud and other unlawful activity.

## 8. Who Do We Disclose Information To?

### 8.1 Third Parties We Disclose To

- Payment processors (to securely process your payment transactions);
- Delivery and logistics providers (to fulfil and track your orders);
- Email marketing and CRM platforms (to manage our customer communications);
- Website analytics and advertising providers (see section 6 on Cookies);
- IT service providers and cloud hosting providers;
- Professional advisers (including lawyers, accountants and auditors); and
- Government agencies and regulators, where required by law.

We do not sell your personal information to third parties.

## 8.2 Overseas Disclosure

Some of the third-party service providers we use are located outside Australia. Our overseas recipients, Google LLC and Meta Platforms Inc., are located in the United States of America. Before disclosing your personal information to overseas recipients, we take reasonable steps to ensure that those recipients handle your information in a manner consistent with the Australian Privacy Principles and the Privacy Act 1988 (Cth).

## 9. Direct Marketing

We may use your personal information to send you information about our products, services, special offers and promotions. We will only send you direct marketing communications where you have provided your consent, or where we collected your contact information directly from you in the course of a transaction and you would reasonably expect to receive such communications.

To opt out of direct marketing at any time, you may:

- Click the 'unsubscribe' link in any marketing email we send you;
- Email us at [sales@thebbqstore.com.au](mailto:sales@thebbqstore.com.au); or
- Call us at 1300 041 051.

## 10. Accessing Your Personal Information

You have the right to request access to personal information we hold about you. We will respond to your request within a reasonable time frame (generally within 30 days). In most cases, we will provide access free of charge. If we decline your request, we will give you written reasons and information about how to make a complaint.

## 11. Correcting Your Personal Information

If you believe that personal information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us and we will take reasonable steps to correct it within 30 days. We will not charge you for making a correction request or for making the correction.

## 12. Data Breaches

We have obligations under the Notifiable Data Breaches (NDB) scheme in Part IIIIC of the Privacy Act 1988 (Cth). If we have reasonable grounds to believe that an eligible data breach has occurred, we will conduct an assessment, notify the OAIC, and notify affected individuals as soon as practicable.

## 13. Privacy Complaints and Contact

### 13.1 How to Make a Complaint

If you believe we have breached the Privacy Act or the Australian Privacy Principles, or if you have any privacy concern or enquiry, please contact our Privacy Officer:

**Privacy Officer: Gabriel Gewargis**

Email: [info@thebbqstore.com.au](mailto:info@thebbqstore.com.au)

Phone: 1300 041 051

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Post: Unit 2/4 Avalli Road, Prestons NSW 2170

We will acknowledge receipt of your complaint and aim to respond substantively within 30 days.

### 13.2 Escalating a Complaint

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

Website: [www.oaic.gov.au](http://www.oaic.gov.au) | Phone: 1300 363 992 | Post: GPO Box 5218, Sydney NSW 2001

## 14. Third-Party Websites

Our website may contain links to third-party websites. This Privacy Policy applies only to our website and our services. We are not responsible for the privacy practices of any third-party website.

## 15. Changes to This Policy

We may update this Privacy Policy from time to time. The current version will always be available at <https://www.thebbqstore.com.au/privacy-policy>. We will take reasonable steps to notify you of any material changes to this policy.

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## Contact Us

Phone	1300 041 051
Email	<a href="mailto:sales@thebbqstore.com.au">sales@thebbqstore.com.au</a>
Web	<a href="http://www.thebbqstore.com.au">www.thebbqstore.com.au</a>
Hours	Mon-Fri 9am-5pm, Sat 9am-4pm (AEST)
Address	Unit 2/4 Avalli Road, Prestons NSW 2170