Privacy Policy

Last updated: 30 October 2026

Una Charbel Pty Ltd (ABN 30 691 828 298), trading as Blackbird Café Thirroul ("Blackbird", "we", "us", "our"), operates the website www.blackbirdthirroul.com and the café at 3/2 McCauley St, Thirroul NSW 2515. We respect your privacy and are committed to handling personal information openly and responsibly, in line with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles, as they apply to us.

1. What this policy covers

This policy explains what personal information we collect through this website and when you contact us, how we use it, and the choices you have.

2. Information we collect

Catering enquiry form. Our catering page has an enquiry form. The form does not send or store anything on our website. When you press "Prepare catering email", it opens a draft email in your own email app, addressed to us, pre-filled with the details you entered. Nothing is sent until you send that email yourself. The details you may include are:

- your name and contact number;
- the suburb, day and time of your event;
- the approximate number of guests; and
- anything you tell us about your event, including dietary requirements and food preferences.

Dietary requirements can sometimes reveal health information (for example, an allergy or coeliac disease). Please only include what you are comfortable sharing and what we need to cater safely for you.

Direct contact. If you email, phone or message us (including through Instagram or Facebook), we collect the information you give us so we can respond.

Technical information. Like most websites, our web host and the services we use may automatically record basic technical information such as your IP address, browser type, device, pages viewed and the date and time of your visit. We do not use this to identify you personally.

3. How we use your information

We use personal information to:

- respond to your catering enquiry and provide quotes, menus and services;
- prepare, deliver and invoice for orders, and keep records of our dealings with you;
- keep you informed about your order, and cater safely for dietary needs;
- run, secure and improve our website and business; and
- meet our legal and accounting obligations.

We will not send you marketing newsletters unless you ask us to or have otherwise agreed, and you

can opt out at any time.

4. Emails we receive and how long we keep them

Once you send us an enquiry email, it is held in our business email account (Gmail). We usually keep customer emails as a record of the enquiry and of our customer relationship, so we can follow up, handle repeat orders and answer questions. Emails are kept for as long as we reasonably need them for these purposes or are required to by law. You can ask us to delete your emails and contact details at any time (see section 9), unless we need to keep them for legal or tax reasons.

5. Disclosure to others

We do not sell or rent your personal information. We may share it only:

- with service providers who help us run the business, such as our email provider (Google), website hosting and IT providers, payment processors and accountants, who may only use it to provide services to us;
- where you ask or agree to it;
- where required or authorised by law, or to protect our rights, property or safety.

Some of these providers store data on servers outside Australia (for example, in the United States). By contacting us you understand your information may be handled in this way, and we take reasonable steps to choose reputable providers.

6. Third-party links and services

Our website links to or uses third-party services, including Google Maps (for directions), Instagram and Facebook. When you click through to these, you leave our website and their own privacy policies apply. We are not responsible for their practices.

7. Cookies

We do not use the website to track you for advertising. Our hosting provider or embedded third-party services may use cookies or similar technologies for basic operation and security. You can control cookies through your browser settings.

8. Security

We take reasonable steps to protect personal information from misuse, loss and unauthorised access, including using a password-protected email account. No method of internet transmission or storage is completely secure, and emails you send to us are not encrypted by us. Please do not include sensitive information such as payment card numbers or passwords in an enquiry.

9. Access, correction and deletion

You may ask to see the personal information we hold about you, correct it, or request that we delete it. Contact us using the details below. We will respond within a reasonable time, usually within 30 days. We may need to verify your identity first.

10. Children

Our website is not directed at children under 16, and we do not knowingly collect their personal information through it.

11. Complaints

If you have a concern about how we have handled your personal information, please contact us first and we will try to resolve it. If you are not satisfied, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

12. Changes to this policy

We may update this policy from time to time. The latest version will always be on this page, with the "last updated" date at the top.

13. Contact us

Una Charbel Pty Ltd (ABN 30 691 828 298)
Trading as Blackbird Café Thirroul
3/2 McCauley St, Thirroul NSW 2515
Email: blackbirdthirroul@gmail.com
Phone: 0437 845 376