

About This Policy

The Smoke Pit ("we", "us", "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and disclose your personal information when you visit thesmokepit.com.au or interact with us in any way. By using our website, you consent to the practices described in this policy. We comply with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs).

What Information We Collect

We may collect the following personal information:

- Name, email address, and phone number
- Reservation details including date, time, party size, and special requests
- Order information including items, delivery address, and payment details
- IP address, browser type, pages visited, and time spent on our website
- Messages and enquiries submitted through our website, email, or social media
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How We Collect It

We collect personal information directly from you when you make a reservation, place an order, or get in touch with us. We also collect data automatically through cookies, Google Analytics, and reCAPTCHA when you browse our site. Additional information may be collected via third-party platforms such as delivery partners or social media.

How We Use Your Information

We use your personal information to:

- Process reservations, orders, and customer enquiries
- Send booking confirmations, order updates, and receipts
- Communicate promotional offers, events, or news (with your consent)
- Improve our website and overall customer experience
- Meet our legal and regulatory obligations
- Protect the safety and rights of our customers and staff

Sharing Your Information

We do not sell your personal information. We may share it with trusted third parties only as necessary, including:

- Payment processors to handle transactions securely
- Delivery platforms where applicable
- IT and website hosting providers for site operation
- Email marketing platforms for communications, with your consent
- Regulatory or legal authorities if required by law

All third parties are required to handle your data securely and solely for the purposes we specify.

Cookies & Tracking Technologies

Our website uses cookies and similar tools to enhance your browsing experience and analyse website traffic. This site is also protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. You can manage or disable cookies through your browser settings, though this may affect certain features.

Data Security

We implement reasonable technical and organisational security measures to protect your personal information from unauthorised access, loss, misuse, alteration, or destruction. Only authorised personnel and approved third-party vendors have access to your personal information, and they are required to treat it as confidential.

Data Retention

We retain your personal information only for as long as necessary to fulfil the purposes outlined in this policy or as required by applicable law. Once no longer needed, your data is securely deleted or de-identified.

Your Rights

Under the Australian Privacy Act, you have the right to:

- Access the personal information we hold about you
- Request correction of any inaccurate or outdated information
- Opt out of marketing communications at any time
- Request deletion of your personal data (subject to legal obligations)

To exercise any of these rights, please contact us using the details below.

Children's Privacy

The Smoke Pit will not intentionally collect any personal information from children under the age of 13. If you think that we have collected personal information from a child under the age of 13, please contact us immediately and we will promptly delete such information.

External Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those external sites and encourage you to review their privacy policies separately.

Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with a revised "Last Updated" date. Continued use of our website following any changes constitutes your acceptance of the updated policy.

Contact Us

For any privacy-related questions, requests, or complaints, please contact us:

The Smoke Pit

267 Settlement Road, Thomastown, VIC, Australia
(03) 9939 3918