

# Privacy Policy

Last updated: January 2026

CarmEli Catering (“we”, “us”, “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and disclose your personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth).

This policy applies to all visitors and users of our website and services.

## Information We Collect

We may collect personal information including:

- Name
- Email address
- Phone number
- Event details (date, location, guest numbers, preferences)
- Billing and payment details
- Any other information you voluntarily provide

We may also collect non-personal information such as:

- IP address
- Browser type
- Pages visited
- Referring websites

## How We Collect Information

We collect information when you:

- Submit an enquiry or booking form
- Contact us by email, phone, or social media
- Subscribe to updates
- Browse our website

## How We Use Your Information

We use your information to:

- Respond to enquiries
- Provide quotes and services
- Manage bookings and events

- Process payments
  - Improve our services and website
  - Send relevant updates or communications
- We do not sell or rent your personal information.

## **Disclosure of Information**

We do not sell, rent, or share your personal information with third parties.  
The only information disclosed internally is:

- The client's name
- The event type

This information is shared with our staff solely for the purpose of delivering your event on the day of service.

We do not provide client details to external parties, marketers, or unrelated service providers. Information may only be disclosed where required by law.

## **Data Security**

We take reasonable steps to protect your information from misuse, loss, unauthorised access, or disclosure. However, no data transmission over the internet is guaranteed to be completely secure.

## **Access and Correction**

You may request access to, or correction of, your personal information by contacting us at [info@carmelicatering.au](mailto:info@carmelicatering.au).

## **Cookies**

Our website may use cookies to improve user experience and analyse traffic. You may disable cookies through your browser settings.

### **Changes to This Policy**

We may update this policy from time to time. Any changes will be published on this page.