

Privacy Policy for Esqulant Leisure Group Australia (ELG Australia)

At Esqulant Leisure Group Australia (referred to as “ELG Australia”, “we”, “our” or “us”), we are committed to protecting the privacy and personal information of our customers, app users, and patrons across all our venues and services. This Privacy Policy outlines how we collect, use, store and disclose your personal information in line with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth).

This policy applies to all venues under the ELG Australia umbrella and the use of our rewards platform, *Heartfelt Rewards*.

1. What Personal Information We Collect

We may collect personal information such as:

- Your name, email address, phone number, and date of birth
 - Location and device data (when using our mobile app)
 - Details relating to your dining or venue preferences, loyalty or rewards participation
 - Purchase and transaction history across our venues
 - Feedback, survey responses, and any communication you have with us
 - If applicable, billing information for transactions or offers
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2. How We Collect Your Information

We may collect personal information directly from you when you:

- Register for or use the Heartfelt Rewards app or join our mailing list
- Make a reservation, attend an event, or make a purchase at one of our venues
- Contact us via phone, email, website forms, or social media
- Participate in promotions, surveys or competitions

In some cases, we may also collect data from third-party platforms or services where you have agreed to share your information with us.

3. Why We Collect Your Information

Your information helps us to:

- Provide and manage the Heartfelt Rewards program and venue-specific offers
 - Personalise your experience and deliver relevant promotions
 - Improve our products, services, and app functionality
 - Communicate with you about your account, rewards, news, and exclusive experiences
 - Comply with legal and regulatory requirements
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4. Disclosure of Personal Information

We do not sell your personal information. We may disclose your information:

- To our affiliated venues and business partners, strictly for the purpose of operating the rewards program
 - To trusted third-party providers who assist with our app infrastructure, marketing, or analytics, all under confidentiality obligations
 - Where required or authorised by law
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5. Data Security

We take reasonable steps to ensure your personal information is secure. This includes protection against misuse, interference, unauthorised access, modification or disclosure through industry-standard safeguards and secure storage systems.

6. Access and Correction

You have the right to access and correct your personal information at any time. If you wish to update or delete your details, or have any privacy concerns, please contact us at:

Esquant Leisure Group Australia

Email: info@hillarysbeachclub.com.au

Postal: 1/7 Caloundra Road, Clarkson, WA 6030

7. Updates to this Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The most current version will always be available via our app and website.

By engaging with our venues, services or using the Heartfelt Rewards app, you agree to the terms of this Privacy Policy.
