Little Ship Club
ABN 31 009 823 590

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Queensland Squadron

Privacy Policy

Little Ship Club Queensland Squadron (ABN 31 009 823 590)

Version 2.0. Effective date: 17 November 2026. Replaces the policy dated 1 January 2020.

1. About this policy

The Little Ship Club Queensland Squadron ("the Club", "we", "us") is a not-for-profit members' club at 1 Yabby Street, Dunwich, on Minjerribah (North Stradbroke Island). This policy explains what personal information we collect about members, guests, visitors, customers and website users, why we collect it, how we use and protect it, and how you can see, correct or complain about it.

We follow the Australian Privacy Principles in the Privacy Act 1988 (Cth) for all personal information we hold. We also follow the Spam Act 2003 for marketing messages and the anti-money laundering law for gaming. This policy does not cover our staff's employee records, which are handled separately.

2. The information we collect

Who	What we may collect
Members	Name, address, email, phone, date of birth, membership type and number, nomination and approval details, payment records, boat and insurance details where relevant, and voting and AGM records
Visitors and guests	Your name and address, only if we ask you to sign in (for example, if liquor laws require it again or for an event)
Diners, function and event guests	Name, email, phone, booking details, number of guests, deposits and payments, and any dietary or allergy needs you tell us about
Loyalty members	Name, contact details, date of birth, membership number, points balance and purchase history at the Club
Newsletter subscribers	Name, email, the date and way you subscribed, and whether you open or click our emails
Survey respondents	Your answers, and your name or email only if you choose to give them (for example to enter a prize draw)
Website users	Pages visited, device and browser type and approximate location. See section 9
Gaming	Identity details and records of large payouts or transactions, where the law requires them. See section 10
Everyone on site	Images from CCTV, and photos taken at Club events

Sensitive information. We only collect sensitive information (such as health details) when you give it to us for a clear reason, such as an allergy for a function menu, or an incident report. We use it only for that reason.

3. How we collect it

Mostly directly from you: when you join or renew, book a table or ticket, join the newsletter or loyalty program, complete a survey, contact us, or use our website. Sometimes we receive it from booking and ticketing services you use to book with us (Nowbookit, TryBooking or Eventbrite). You can deal with us without giving your name where that is practical, for example when buying a drink or answering a survey anonymously.

4. How we use it

- running memberships, renewals, Club meetings and elections, as our constitution requires
- taking bookings, running events and functions, and selling tickets
- running the loyalty program and member offers
- sending newsletters and offers to people who have asked for them (section 5)
- understanding our members and customers so we can improve the Club, including through surveys and analysis of sales and website trends

- safety and security of people and property on the premises
- meeting our legal obligations, including liquor licensing, responsible service, gaming and anti-money laundering law, and tax

We use your information only for the purpose we collected it for, a related purpose you would reasonably expect, or where the law allows or requires it.

5. Newsletters, emails and SMS

We send newsletters and offers only to people who have asked to receive them, for example by signing up on our website, ticking the marketing box when booking, or joining the loyalty program. Every email and SMS tells you who it is from and has an easy way to unsubscribe, and we act on unsubscribes promptly. We keep a record of when and how you gave consent.

Our email newsletter is sent with Mailchimp. Mailchimp tells us whether emails were delivered, opened or clicked, which we use to improve our emails and to tidy our list. Loyalty offers by email or SMS are sent through Zen Loyalty.

Bookings and tickets. When you book through Nowbookit, TryBooking or Eventbrite, the booking service passes your booking details to the Club. We add you to the Club newsletter only if you ticked the box to hear from the Club. If you did not tick it, we use your details only for that booking.

6. Surveys and feedback

We run surveys (currently with SurveyMonkey) to learn what members and visitors think of the Club. Survey results are analysed in groups, not to look at any one person. If you give your name or email (for example to enter a prize draw), we keep it separate from your answers and use it only for that purpose. Before survey answers are analysed with any software, including AI tools, we remove names and contact details.

7. Loyalty program and point of sale

Our loyalty program is run with Zen Loyalty, connected to our H&L point-of-sale system. When your loyalty card or member number is scanned, the system records your purchases, adds points and may show a member offer at the till. We use this information to run the program, send you offers you have agreed to receive (for example on your birthday), and understand sales trends.

8. Artificial intelligence (AI)

The Club uses AI tools, mainly Claude by Anthropic on a business plan, to help draft marketing content, analyse sales and survey results in summary form, and prepare reports. Our AI Use Policy sets the rules:

- **People decide, AI prepares.** A named person checks all AI work, and AI never makes decisions about you (see section 11).
- **We do not put members' personal details into AI tools.** Membership lists, loyalty member data, dates of birth, contact details, staff records, CCTV, incident reports and health information are restricted and are not given to AI tools.
- **Our data is not used to train AI.** Under the business terms we use, Anthropic does not use our inputs to train its models.
- Survey answers and sales data are analysed only after names and contact details are removed.

9. Our website, cookies and analytics

Our website (littleshipclub.com.au) uses cookies. Some make the site work. We also use Google Analytics to understand how many people visit and which pages they use. Google Analytics places cookies on your device and reports to us in summary form; it does not tell us who you are. You can block or delete cookies in your browser settings, or stop Google Analytics collecting your visits with Google's opt-out browser add-on (tools.google.com/dlpage/gaoptout).

Booking and ticket links on our website take you to Nowbookit, TryBooking or Eventbrite, which have their own privacy policies.

10. CCTV and gaming

The Club uses CCTV inside and outside the premises for safety and security. We keep footage for at least 28 days, and longer if it relates to an incident, then it is overwritten. We may give footage to the police or the liquor and gaming regulator where the law allows or requires it.

Because the Club operates gaming machines, we have obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006. We may need to collect identity details, keep records of large payouts or transactions, and report certain matters to AUSTRAC. The law may prevent us from telling you when we have made a report.

11. Decisions made by computer programs

The Club does not use computer programs, including AI, to make decisions that significantly affect your rights or interests. People make all decisions about membership applications, discipline, complaints, employment, refunds and access to the Club.

We do use software to automate some everyday tasks, using the personal information shown:

What is automated	Personal information used	How it works
Loyalty points and member offers	Membership or loyalty number, purchase history, date of birth	Zen Loyalty and H&L automatically add points and may show or send offers (for example a birthday offer). Offers are the same for everyone who meets the same simple rule
Email lists	Email address, how you subscribed, whether you open or click our emails	Mailchimp groups subscribers so the right people get the right newsletter. It can also remove addresses that bounce or unsubscribe
Drafting and analysis with AI	No personal details. Survey answers and sales data with names and contact details removed	AI helps draft content and summarise trends. A person reviews everything, and nothing is decided about an individual

If this ever changes, we will update this policy before we start.

12. Who we share information with

We do not sell, rent or trade personal information, and we do not give it to sponsors or other organisations for their marketing. We share it only:

- with service providers who help us run the Club, such as our booking, ticketing, email, survey, loyalty, point-of-sale, website, IT, accounting and AI providers, and only as much as they need
- with our auditors, lawyers and other professional advisers
- with Clubs Queensland where needed for the Club's affiliation
- with police, regulators or AUSTRAC where the law requires or allows it, or to prevent a serious threat to someone's health or safety
- with anyone else, only with your consent

13. Storage outside Australia

Some of our service providers store or process information outside Australia. Before we use a provider, we take reasonable steps to make sure it protects personal information in line with the Australian Privacy Principles.

Provider	What it does for us	Where data may be stored
Mailchimp (Intuit)	Email newsletter	United States
Google (Analytics)	Website analytics	United States and other countries where Google has data centres
SurveyMonkey	Surveys	United States
Eventbrite	Event tickets	United States
Anthropic (Claude)	AI drafting and analysis (no member personal details)	United States
Meta (Facebook, Instagram)	Our social media pages, messages and advertising	United States and other countries
TryBooking	Event tickets	Australia (Amazon Web Services, Sydney). Some support services, such as payments and email delivery, are in the United States
Nowbookit	Table and function bookings	Australia
Microsoft 365	Club email and files	Australia
Zen Loyalty (Zen Global)	Loyalty program, member offers, email and SMS	Australia, and may use storage overseas
H&L	Point of sale and sales reports	Australia, and may use storage overseas

14. Keeping information safe, and how long we keep it

We keep personal information in secure systems with individual logins, two-factor sign-in where available, and access limited to the people who need it. Paper records are kept securely. When we no longer need information, and the law does not require us to keep it, we delete it or remove anything that identifies you. For example, we keep financial records for seven years for tax law and remove inactive newsletter subscribers regularly.

15. If something goes wrong

If personal information is lost, accessed or shared without permission, we act quickly to contain it and assess the risk. If it is likely to cause serious harm, we will tell the people affected and the Office of the Australian Information Commissioner (OAIC), and explain what they can do to protect themselves.

16. Seeing and correcting your information

You can ask to see the personal information we hold about you, or ask us to correct it. Contact the Honorary Secretary (section 17). We will reply within 30 days. We will not charge for a request, but may charge a reasonable cost for providing large amounts of information. If we cannot give access, for example because the law prevents it, we will tell you why in writing. Members can also update their details at the bar or by emailing the Club.

17. Questions and complaints

Contact the Club's Honorary Secretary, who handles privacy matters for the Club:

- Email: secretary@littleshipclub.com.au
- Phone: 07 3409 9022
- Post: PO Box 10, Dunwich QLD 4183

We will acknowledge your complaint within 7 days and aim to resolve it within 30 days. If you are not satisfied, you can contact the Office of the Australian Information Commissioner at oaic.gov.au or on 1300 363 992.

18. Changes to this policy

We review this policy every year, and whenever we start using a new system or a new kind of information. The current version, with its version number and date, is always on our website at littleshipclub.com.au, and a printed copy is available at the Club on request.

Approved by the Board of the Little Ship Club Queensland Squadron on 17 November 2026.