

PRIVACY POLICY

Last Updated: August 2026

Local Life Network ("we", "us", or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal and financial information when you use our custom online reservation system to book a table at our venue.

We operate in compliance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs).

1. Information We Collect

To manage your table reservation, secure bookings, and prevent no-shows, we collect the following information through our website:

- **Identity & Contact Data:** Your full name, email address, and mobile phone number.
- **Booking Details:** Date and time of your reservation and number of guests, and
- **Payment Metadata:** Transaction details, including the date, time, amount processed, and the last four digits of your credit card (provided to us by our payment processor).

2. How Your Credit Card Data is Handled (PCI-DSS Compliance)

Your financial security is our highest priority. **Local Life Network does not store, see, or transmit your raw credit card details on our own servers or local databases.**

When you enter your credit card details to secure a booking or pay a deposit, that information is captured directly by our third-party payment gateway, **Stripe**.

- All credit card entry fields on our website are securely securely injected and encrypted via Stripe's infrastructure.
- Stripe is a certified **PCI-DSS Level 1 Service Provider** (the highest level of financial security standard available).
- Your card details are instantly tokenised by Stripe. We only retain a secure token and the last four digits of your card for transaction identification and verification purposes.

3. Third-Party Service Providers

We build our custom booking platform using highly trusted infrastructure. We share specific elements of your personal information with the following third-party processors strictly to execute your reservation:

- **Stripe:** To securely process payments, deposits, or manage authorization holds for table bookings.

- **Twilio:** To send transactional SMS notifications (such as booking confirmations, reservation changes, and dining reminders) to your mobile number.
- **Relay (by Twilio/SendGrid):** To generate and send transactional email alerts and booking receipts to your inbox.

These service providers are contractually and legally bound to protect your data and are strictly prohibited from using your personal information for any other purpose, including their own marketing.

4. Cross-Border (Overseas) Data Disclosures

Because we use global cloud infrastructure provided by Stripe and Twilio to power our systems, your personal information (specifically your email, name, phone number, and tokenised transaction details) may be securely transmitted, processed, and stored outside of Australia. This data is predominantly hosted on secure infrastructure located in the **United States**. [\[1\]](#)

By using our online reservation system, you consent to this overseas disclosure under Australian Privacy Principle 8. We ensure that our infrastructure partners maintain data protection standards equivalent to Australian privacy laws.

5. Data Retention and Security

We take reasonable technical and organisational steps to protect your personal data from misuse, interference, loss, unauthorized access, or disclosure.

- **Transactional Messages:** SMS and email reminders sent via Twilio and Relay are strictly transactional. We do not use these channels for marketing.
- **Data Minimisation:** We only retain your booking history on our servers for as long as necessary to manage the operational needs of our venue, fulfill tax obligations, or resolve customer service queries. Tokenised card records held by Stripe expire or are deleted automatically according to financial industry safety standards.

6. Your Rights, Access, and Corrections

You have the right to request access to the personal information that Local Life Network holds about you, or to request that we correct any inaccuracies.

If you wish to access your data, request deletion, or lodge a complaint regarding a suspected breach of your privacy, please contact us directly at:

Local Life Network Privacy Team

Email: privacy@locallife.network

Postal Address: 39 Brockman St, Balingup, WA, 6253

We will review and respond to all privacy enquiries or complaints within 30 days. If you are unsatisfied with our response, you have the right to escalate your complaint to the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au.