



PRIVACY POLICY, WEBSITE TERMS OF USE, COOKIE POLICY

PRIVACY POLICY

1. Introduction

This Privacy Policy applies to Amello Pty Ltd, Brossi Pty Ltd and their related bodies corporate and trading entities listed in Schedule 1 (collectively referred to as “we”, “us” or “our”).

We are committed to protecting personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This policy explains how we collect, use, disclose, store and manage personal information across our:

- Websites
- Venues
- Events and activations
- Booking and ticketing systems
- Marketing platforms
- Employment and volunteer processes

2. Personal Information We Collect

Depending on your interaction with us, we may collect:

Contact Information

- Name
- Email address
- Telephone number
- Postal address

Booking & Event Information

- Reservation details
- Attendance history
- Ticket purchases
- Dining preferences (including allergy information where provided)

Payment Information

Payments are processed through secure third-party providers. We do not store full credit card details.

Identification Information

- Government-issued identification details where required by law or licensing conditions
- Information collected through ID scanning systems (where applicable)

CCTV Footage

Our venues operate CCTV systems for safety, security and regulatory compliance.

Website & Technical Information

- IP address
- Device and browser type
- Cookies and analytics data
- Pixel tracking data (including Meta and Google services)

Marketing & Engagement Information

- Newsletter subscriptions
- Competition entries
- Survey responses
- Social media interactions

Employment & Volunteer Information

- Resume and employment history
- Qualifications and referees
- Emergency contact details
- Right-to-work documentation

Sensitive Information

Where relevant (e.g. allergy disclosures, injury reports, event participation requirements), we may collect limited health information with your consent or where required by law.

3. How We Collect Information

We collect personal information when you:

- Make bookings online, by phone or in person
- Purchase tickets or gift cards
- Subscribe to marketing communications
- Enter promotions or competitions
- Visit our venues
- Use our Wi-Fi services
- Interact with our websites
- Contact us via email, phone or social media
- Apply for employment or volunteer roles

We may also collect personal information from:

- Third-party booking and ticketing providers
- Marketing platforms

- Commercial partners
- Recruiters or referees

4. Purpose of Collection

We collect and use personal information to:

- Manage reservations and event bookings
- Process payments
- Provide hospitality services
- Communicate with customers
- Conduct marketing (where consent is given)
- Improve services and customer experience
- Maintain venue safety and security
- Comply with legal and regulatory obligations
- Manage recruitment and employment processes

5. Direct Marketing

Where you have consented, we may send marketing communications via email, SMS or digital platforms.

You may opt out at any time by:

- Clicking the unsubscribe link
- Replying STOP to SMS (where applicable)
- Contacting us directly

We comply with the **Spam Act 2003 (Cth)**.

We do not sell personal information.

6. Disclosure of Personal Information

We may disclose personal information to:

- Booking and ticketing providers
- Payment processors
- IT, cloud and software service providers
- Marketing and analytics providers (including Meta and Google)
- Professional advisers
- Commercial partners involved in events
- Government authorities and regulators
- Law enforcement where required by law

We take reasonable steps to ensure third parties handle personal information in accordance with Australian privacy laws.

7. Overseas Disclosure

Some service providers may store or process personal information overseas, including in the United States or other jurisdictions.

We take reasonable steps to ensure appropriate safeguards are in place.

8. CCTV and Surveillance

Our venues operate CCTV systems for:

- Safety and security
- Incident prevention and investigation
- Licensing and regulatory compliance

Footage is stored securely and retained for a reasonable period or longer where required.

9. Data Security

We implement reasonable technical and organisational measures to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

10. Retention

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including compliance with legal and regulatory obligations.

Information is securely destroyed or de-identified when no longer required.

11. Access and Correction

You may request access to, or correction of, your personal information by contacting us.

We will respond within a reasonable timeframe and may refuse access where permitted by law.

12. Complaints

Privacy complaints may be directed to our Privacy Officer.

We aim to respond within 30 days.

If unresolved, complaints may be referred to the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au.

13. Contact

Privacy Officer

1a, 10 - 18 Jacka Blvd, St Kilda 3182

Email: info@melbhp.com.au Phone: 03 8534 8900

WEBSITE TERMS OF USE

1. Acceptance

By accessing or using our website, you agree to be bound by these Terms of Use.

If you do not agree, you must not use this website.

2. Website Content

All content on this website, including text, graphics, logos, images and software, is owned by or licensed to us.

Content is provided for general information purposes only and may change without notice.

3. Accuracy of Information

While we endeavour to ensure information is accurate and up to date, we do not guarantee:

- Accuracy
- Completeness
- Availability
- Suitability for a particular purpose

Prices, menus, event details and promotions are subject to change.

4. Intellectual Property

All intellectual property rights on this website remain our property or that of our licensors.

You may not reproduce, distribute or modify content without prior written consent.

5. User Conduct

You must not:

- Use the website for unlawful purposes
- Attempt to gain unauthorised access
- Upload malicious code
- Infringe intellectual property rights

6. Third-Party Links

This website may contain links to third-party websites.

We are not responsible for the content or privacy practices of third-party websites.

7. Limitation of Liability

To the extent permitted by law:

- We exclude all implied warranties.
- We are not liable for indirect, incidental or consequential loss.
- Our liability is limited to re-supplying services or refunding the cost where applicable.

Nothing in these Terms excludes rights under Australian Consumer Law.

8. Governing Law

These Terms are governed by the laws of Victoria, Australia.

9. Contact

Website Officer

1a, 10 - 18 Jacka Blvd, St Kilda 3182

Email: info@melbhp.com.au Phone: 03 8534 8900

COOKIES POLICY

1. Introduction

This Cookies Policy explains how Amello Pty Ltd, Brossi Pty Ltd and their related trading entities (“we”, “us”, “our”) use cookies and similar technologies on our websites.

This policy should be read together with our Privacy Policy and website terms of use.

2. What Are Cookies?

Cookies are small text files stored on your device when you visit a website. They help websites function properly, improve user experience and provide analytical and marketing insights.

3. Types of Cookies We Use

(a) Strictly Necessary Cookies

These cookies are essential for the operation of our website. Without them, certain features such as booking functionality may not operate correctly.

(b) Performance & Analytics Cookies

These cookies collect information about how visitors use our website, including:

- Pages visited
- Time spent on pages
- Device type
- General geographic location

We use services such as Google Analytics to understand website traffic and improve user experience.

(c) Functional Cookies

These cookies remember preferences such as region, previously entered information or website customisation settings.

(d) Advertising & Marketing Cookies

We use advertising technologies, including Meta (Facebook/Instagram) Pixel and other marketing tools, to:

- Deliver targeted advertisements
- Measure marketing effectiveness
- Retarget visitors who have interacted with our website

These cookies may share limited information with third-party advertising partners.

(e) Social Media & Content Cookies

If you interact with embedded content (e.g., Instagram feeds or share buttons), third-party providers may set cookies.

4. Third-Party Cookies

Some cookies are set by third-party providers, including:

- Google
- Meta
- Booking platform providers
- Marketing software providers

These third parties may process data in accordance with their own privacy policies.

5. How Long Cookies Remain

Cookies may be:

- Session cookies (expire when you close your browser)
- Persistent cookies (remain until they expire or are deleted)

6. Managing Cookies

You can manage cookies through your browser settings, including:

- Blocking cookies
- Deleting cookies
- Setting preferences

Please note that disabling cookies may impact website functionality, including booking capabilities.

7. Updates

We may update this Cookies Policy from time to time. The latest version will be available on our website.

8. Contact

Cookie Officer

1a, 10 - 18 Jacka Blvd, St Kilda 3182

Email: info@melbhp.com.au Phone: 03 8534 8900

SCHEDULE 1 – TRADING ENTITIES

Schedule 1 – Group Entities

- (a) Amello Pty Ltd (ABN 51 116 951 029)
- (b) Brossi Pty Ltd (ABN 34 666 868 177)
- (c) Republica St Kilda Beach (trading entity)
- (d) Captain Baxter (trading entity)
- (e) Encore St Kilda (trading entity)
- (f) Toorak Hotel (trading entity)
- (g) Mr McCracken (trading entity)
- (h) Any related bodies corporate or future acquired entities within the group