BLACK COCKATOO NOOSA GRAVEL

Privacy Policy

Guided Gravel Cycling Activities
Noosa Hinterland and surrounding roads, gravel roads and public land

Trading name	**Black Cockatoo Noosa Gravel**
Legal operator	[INSERT LEGAL NAME / SOLE TRADER NAME]
ABN	2168 7451 300
Business location	2 Daintree Way, Tewantin, Qld 4565
Email	blackcockatoonoosagravel@gmail.com
Website	blackcockatoonoosagravel.com.au

1. About this policy

Black Cockatoo Noosa Gravel (we, us, our) offers guided gravel cycling rides, cycling weekends and related products and services. This policy explains how we collect, use, disclose, hold and protect personal information obtained through our WordPress website, direct online bookings, purchases and participation in our activities. We aim to follow applicable Australian privacy laws, including the Privacy Act 1988 (Cth) and Australian Privacy Principles where they apply to us.

2. Personal information we collect

We may collect names, contact details, billing and delivery addresses, age or date of birth where relevant, booking and purchase details, ride preferences, cycling experience, accommodation and dietary needs, emergency contact details, signed participation forms and communications with us. For rider safety, we may request relevant health information, such as allergies, medical conditions, medication considerations or physical limitations. We seek consent to collect sensitive health information where required and request only what is reasonably necessary.

For payments through Stripe, we may receive payment status, transaction identifiers, payment method type, limited card details (such as brand and last four digits), refund and dispute information. We do not intend to collect or store complete card numbers or card security codes in our WordPress database. Our website may also collect IP addresses, device/browser details, cookies and usage data depending on the services enabled.

3. How information is collected and used

We collect information when you submit an enquiry, book a ride or cycling weekend directly on our website, complete rider and consent forms, buy merchandise or gift cards, subscribe to updates, or contact us. Our integrated Stripe payment gateway processes online payments. We may also receive information from service providers involved in a booking.

We use information to confirm and administer bookings, deliver rides and associated accommodation or transport arrangements, assess relevant safety needs, communicate itineraries and changes, process purchases, payments and refunds, handle enquiries, manage incidents and insurance matters, maintain financial records, prevent fraud, improve services and meet legal obligations. Where practicable, you may enquire without identifying yourself; identification is generally necessary to complete bookings and manage rider safety.

4. Health information and emergencies

Relevant rider health information is requested for safety planning and emergency response, not for unrelated marketing. Access is limited to people who reasonably need it to perform their role. In an emergency, we may share necessary information with guides, emergency services or medical professionals as permitted by law. Providing incomplete information may affect our ability to assess whether an activity is suitable.

5. Photos, video and social media
We may photograph or film activities. We seek appropriate permission before using identifiable participant images for marketing on our website, Facebook, Instagram, Strava or printed materials. Media consent is managed separately from acceptance of this policy. Contact us if you wish to raise concerns or request removal of an image from channels under our control; removal from third-party reposts may not be possible.

6. Marketing and cookies
We may send booking-related messages as part of providing services. Promotional emails or messages are sent only where consented to or otherwise permitted by law, and include a way to unsubscribe where required. Our website may use essential cookies and, if configured, analytics or marketing technologies. The specific tools and cookie choices offered will depend on the website configuration. Browser settings can be used to manage many cookies.

7. Stripe and other service providers
Our website takes bookings and payments directly and uses Stripe as its integrated payment processor. When you pay, Stripe may process payment credentials, contact and billing details, transaction information, device information and fraud-prevention data. Stripe may use cookies and similar technologies to operate, authenticate, secure and improve its services. Stripe's privacy information is available at https://stripe.com/au/privacy and https://stripe.com/au/legal/privacy-center.

We may disclose information reasonably needed by website hosting and maintenance providers, booking software providers, accommodation and transport providers, merchandise fulfilment partners, professional advisers, insurers, and authorities where required or authorised. We do not sell personal information. We limit information shared with third parties to the purposes for which it is needed.

8. Overseas processing
Stripe and other technology providers may process or store information outside Australia. Overseas locations depend on the providers and configurations in use. Where Australian privacy law applies, we take reasonable steps concerning overseas disclosures as required. [BEFORE PUBLICATION: CONFIRM HOSTING, EMAIL, BOOKING, ANALYTICS AND STRIPE DATA FLOWS AND IDENTIFY LIKELY COUNTRIES WHERE PRACTICABLE.]

9. Information security and retention
We take reasonable steps to protect booking, participant and transaction records from loss, misuse and unauthorised access or disclosure. Measures may include encrypted website connections, controlled administrator access, strong authentication, maintained WordPress software and plugins, secure service providers and restricted access to health records. The website's Stripe integration should be configured so full card details are handled by Stripe rather than stored on our site; the precise technical arrangement must be verified by our developer.

We retain information for as long as reasonably needed for service delivery, safety, dispute handling, insurance, accounting and legal requirements, and then take reasonable steps to destroy or de-identify it when no longer required. No online system can be guaranteed completely secure.

10. Access and correction
You may contact us to request access to personal information we hold about you or ask us to correct inaccurate or outdated information. We will consider requests within a reasonable period and explain any lawful reason for refusing access or correction.

11. Children and young riders
Where riders under 18 are accepted, we may require a parent or guardian to authorise participation and relevant collection of information. We limit collection to what is needed for booking, supervision and safety and seek appropriate separate permissions for sensitive information and promotional images.

12. Third-party links
Our website may link to Strava, social media platforms and other third-party websites. Their privacy practices are governed by their own policies, which you should review before using their services.

13. Privacy complaints
For questions or complaints about our handling of personal information, contact us at [INSERT CONTACT EMAIL]. Please describe your concern and provide a suitable way to contact you. We aim to acknowledge and investigate complaints and respond within 30 days. Where the Privacy Act applies and you are dissatisfied with our response, you may be able to complain to the Office of the Australian Information Commissioner at www.oaic.gov.au.

14. Changes to this policy
We may update this policy as our website, services or legal obligations change. The current version and effective date will be published on our website.

15. Contact
Black Cockatoo Noosa Gravel | Noosa, Queensland, Australia

Email: blackcockatoonoosagravel@gmail.com

Website: blackcockatoonoosagravel.com.au

Ride Noosa Differently.

Document Control

Business	Black Cockatoo Noosa Gravel
Document	Privacy Policy
Version	v1.0 – RMP/RCTMP cross-checked – 29 October 2026
Review	At least annually and whenever there is a significant change to how we collect, use or store customer information