



Privacy Policy & Consent Statement

1. Our Commitment to your Privacy

At **Coffee, Chat & Challenges (CCC)**, we believe that trust, respect and genuine connections are at the heart of a supportive community. We understand that running a business can involve personal experiences, challenges and sensitive conversations. That's why we're committed to respecting your privacy, handling your personal information responsibly and creating an environment where members feel comfortable participating.

CCC is a free community initiative organised by **Buddy Bookkeeping Solutions (BBS)**.

This statement explains how we collect, use, store and protect information relating to CCC members, attendees and people who contact us.

2. What Information we may collect

We aim to collect only the information reasonably needed to organise and manage CCC activities. This may include:

- Your name and preferred contact details
- Your business name or general business interests, where provided
- Meetup membership and RSVP information available to us
- Enquiries or messages you send through our website, Meetup or social media
- Your communication preferences and any permissions you provide
- Information needed to respond to a safety concern or incident
- Limited notes about meeting discussions or follow-up requests

You are not required to disclose personal financial information, business difficulties or other sensitive details to participate in CCC. We encourage members to share only what they feel comfortable discussing.

3. How we collect Information

We may receive information when you:

- Join or RSVP through our Meetup group
- Complete an enquiry form on the BBS website
- Contact the CCC organiser directly
- Attend a gathering and voluntarily provide information
- Request follow-up communication
- Give permission for photographs or other activities

We may also receive limited information through the platforms used to manage CCC, subject to their own privacy settings and policies.

4. How we use your Information

We use information collected for CCC purposes, including to:

- Respond to enquiries
- Organise meetings and manage attendance
- Communicate event details, changes or cancellations
- Follow up on matters you have specifically asked us to discuss
- Improve future gatherings and understand general community interests
- Maintain appropriate safety and incident records
- Manage permissions for photographs or other communications

We will not use information shared through CCC for unrelated purposes without an appropriate basis or your permission.

5. CCC and Buddy Bookkeeping Solutions

Although CCC is organised by Buddy Bookkeeping Solutions, participating in CCC does not make you a BBS client or place you on a BBS marketing list. We respect the difference between community participation and commercial business activities.

Your CCC contact details, attendance information and personal experiences will not be used to:

- Send unsolicited BBS bookkeeping promotions
- Approach you for bookkeeping work based on challenges you've shared
- Create sales leads or business referral lists
- Share your information with other members for marketing or commercial purposes

If you independently enquire about BBS services, that enquiry will be handled separately through the usual BBS business processes. Any optional marketing subscription will require a separate choice and will not be a condition of attending CCC.

6. Privacy and Group Discussions

CCC is designed to be a welcoming environment where members can share their experiences and support one another. We ask all participants to respect the privacy of others and avoid repeating identifiable personal or business information outside meetings without permission. Please remember that CCC gatherings involve other members of the community.

Although we encourage confidentiality and discretion, we cannot guarantee that information shared during group discussions will remain confidential. We encourage all members to respect one another's privacy and avoid sharing sensitive information unnecessarily. We recommend avoiding unnecessary disclosure of sensitive financial, personal, customer or employee information.

7. Meeting Notes & Follow up records

The CCC organiser may keep brief internal notes to help plan future gatherings, identify general discussion themes and remember agreed follow-up actions. Where practical, notes will focus on general topics rather than identifying individual members. For example, a note may record that *cash flow management was a common discussion topic* without identifying who raised it.

If you specifically request individual follow-up, we may record your name, contact details and the information reasonably needed to respond to your request. We will not deliberately record detailed personal financial circumstances or other sensitive information simply because it was mentioned during a group discussion. Internal notes are not published or distributed to members.

8. Photos, Videos and Social Media

From time to time, we may wish to share photographs or updates from CCC gatherings to celebrate our community and encourage other local business owners to participate. We respect that not everyone wishes to appear in photographs or online content.

Our approach is simple:

- We will seek your permission before taking/publishing identifiable photographs or videos of you
- You are welcome to decline without affecting your participation
- We will respect requests not to be photographed
- Members must obtain permission before recording or publishing identifiable images of other attendees
- We will not identify or tag members in promotional content without their permission

If you have previously agreed to the use of your image, you may withdraw that permission for future use by contacting us. We will also consider reasonable requests to remove previously published images from channels under our control, although we cannot guarantee removal of copies already shared by others.

9. Sharing your Information

We do not sell or provide CCC member contact lists to other businesses. We may share limited information where reasonably necessary to operate CCC, including with service providers or platforms used for website enquiries, communications, event administration or secure record storage.

We may also disclose information:

- With your permission
- Where necessary to respond to a serious safety concern or emergency
- Where required or authorised by law

We will not provide your contact details to another CCC member or outside business simply because they request a referral or introduction. Any future referral or community assistance arrangements will be subject to separate processes and appropriate permissions.

10. How we Store and Protect Information

Information collected for CCC will be managed through BBS's administrative systems and relevant third-party platforms. We take reasonable steps to protect information from unauthorised access, loss, misuse or disclosure.

Access to internal CCC records will be limited to those who reasonably need the information for organising and administering the initiative. Information will be kept only for as long as reasonably necessary for its purpose, or where a longer period is required by law or legitimate recordkeeping obligations.

When no longer required, information will be securely deleted or de-identified where appropriate.

11. Your Choices and Rights

We want you to feel comfortable with how your information is handled. You may contact us to:

- Ask what personal information we hold about you
- Request correction of inaccurate information
- Ask us to delete information that is no longer required, subject to applicable obligations
- Withdraw optional consent, including photography permission
- Request that we stop sending optional CCC communications
- Raise a concern about how your information has been handled

We will consider requests and respond within a reasonable timeframe.

Some essential event communications may still be sent through Meetup or other platforms according to their settings and policies.

12. Third Party Platforms

CCC currently uses external platforms, including Meetup and the Buddy Bookkeeping Solutions website. These platforms may collect and manage information under their own privacy policies.

We encourage members to review the relevant platform privacy settings and policies. Information submitted through the BBS website may also be subject to the website's existing privacy policy, available at:

www.buddybookkeepingsolutions.com.au/legals

Where this CCC statement and the general BBS Privacy Policy both apply, we aim to handle information consistently with both documents and applicable privacy law.

13. Contact Us

If you have questions, concerns or requests relating to your privacy, please contact the CCC organiser through the Meetup group or the CCC page on the Buddy Bookkeeping Solutions website. If you raise a privacy concern, we will review it and aim to resolve it fairly and promptly.

Buddy Bookkeeping Solutions, ABN: 27 869 772 644

Organiser of Coffee, Chat & Challenges

Website: www.buddybookkeepingsolutions.com.au/ccc

Email: ccc@buddybookkeepingsolutions.com.au

14. Updates to this Statement

We may update this Privacy Policy & Consent Statement as CCC grows or our activities change. The latest version will be made available through our website and, where appropriate, our Meetup group.

Any significant changes affecting how we use personal information will be communicated where reasonably necessary.

Member Privacy Acknowledgement

By joining or attending a CCC gathering, you acknowledge that:

- This Privacy Policy & Consent Statement has been made available to you and that you have been informed about how personal information may be collected and used for CCC activities
- You understand that basic attendance and contact information may be used to organise and administer CCC activities
- You understand that other attendees may hear information you choose to share during group discussions
- You are expected to respect the privacy of fellow members
- Participation does not automatically subscribe you to BBS marketing communications
- Photographs, videos and optional marketing communications require separate permission where applicable
- Attendance does not mean you have consented to being photographed, recorded or contacted for unrelated marketing purposes.

Thank you for helping us create a community built on trust, respect and genuine connections.

Real Businesses. Real Challenges. Real Conversations.

Coffee, Chat & Challenges (CCC)

A free initiative brought to you by Buddy Bookkeeping Solutions

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