

## **FUNK PRIVACY STATEMENT**

### **Introduction**

Funk Coffee & Food Pty Ltd (Funk) is committed to respecting your privacy and the privacy of any personal information provided to us. Funk complies with the Privacy Act 1988 (Cth) and the National Privacy Principles. You agree that your use of this website is an acceptance of this Privacy Policy.

This statement is provided to explain:


- how Funk collect personal information;
- how Funk maintain, use and disclose that information;
- some detail about individuals' privacy rights together with Funks' general rights and obligations; and
- Funks' policy in relation to the personal information kept on record.

### **How does Funk collect information?**

Generally, Funk only collect personal information from the individual. Occasionally it is not reasonable or practical for one or the other of the parties to accomplish this. In these instances Funk have to assume that the person giving the information is properly authorised and in these instances Funk gives no warranties or assurances that such information is current or accurate.

### **How does Funk collect information from its Website?**

Funk collect and hold personal information when Funk receive:

- enquiries from potential franchisees;
- an online application for the Funk Club;  on-line catering orders;
- competition entries from customers;
- a message containing an email address; and
- information stemming from access and use of the Funk website.

Some information collected may be used for statistical research to improve the services that Funk provide to Funk customers. In such cases Funk de-identify all the information to ensure anonymity. Should any personal information be needed Funk would seek prior consent before proceeding any further.

Funk may also use personal information to communicate company matters, products, services and special promotions that might be relevant. Additionally, information may be used to monitor the quality and service of the Funk website, products and services. People wishing not to receive such information should make clear their request in writing to 'opt out' of receiving this type of information.

### **Consent to be provided**

Funk will seek the consent of its customers when collecting personal information for a purpose other than for its primary purpose.

When using Funk services you consent to us collecting, maintaining, using and disclosing personal information, whether provided by you or by another person.

This Privacy Policy applies to related entities that are part of Funk. It cannot apply to parties that may be linked or associated with the Funk organisation. Those parties are themselves responsible for the privacy of any information that they collect.

### **What information does Funk maintain?**

Generally, Funk keep a record of the following:

- personal information like names, addresses, contact numbers, email and credit card details required for the purchase process;
- information provided by potential franchisees;
- information that identifies employees of companies with whom Funk conduct business; and
- customer correspondence.

## **Funk's right to disclose personal information**

Funk will generally not disclose personal information without prior consent. This consent can be given expressly or it may be implied by the conduct of the individuals concerned.

Funk may disclose personal information, including the contents of private communications, or as otherwise stated in this policy, or in the good faith belief that such action is necessary to:

- comply with the legal process;
- protect and defend the rights or property of Funk; or
- act under exigent circumstances to protect the personal safety of its employees or the public.

## **Access to personal information**

Access to personal information will be granted to a correctly identified person on any weekday during office hours provided that reasonable notice is given. Any relevant personal information will be provided in hard copy only. This is because some computer data may include confidential references other than the personal details requested.

Access to personal information will be provided on the basis that a reasonable fee is paid for retrieval of the information. Where such payment is not made access will be denied until the payment is made.

## **Accuracy of personal information**

The personal information Funk hold will be as understood at the time of the last communication. Funk make no warranty as to its accuracy or completeness.

Customers may ask us at any time to correct personal information held by us. Funk will deal with all requests within a reasonable time.

## **Security of personal information**

Funk take all reasonable steps to protect information from misuse, loss, unauthorised access, modification or disclosure.

Funk have physical, electronic and procedural safeguards to protect data held by us.

Funk use secure methods to destroy or de-identify any personal information as soon as the law permits, provided the information is no longer needed by us for any purpose.

## **Changes to this policy**

This policy may change from time to time. If Funk make any substantive changes to the policy concerning personal information, it will be communicated on the website.

## **Links**

The website may contain links to other websites. Funk is not responsible for the privacy of any information that you may submit to the operator of those sites. If you have any concerns about how other websites collect and use information please read that site's own privacy policy.

## **Contacting Funk**

If you wish to discuss this statement or ask the Funk office any questions in relation to the use and disclosure of your information, you may contact us during normal business hours at Funks' head office:

PO Box 326 Highgate SA 5063 Telephone: (08) 8223 6308

Email: [info@funkcoffeefood.com.au](mailto:info@funkcoffeefood.com.au)