

HUNKY PRIVACY POLICY



Last Modified: 29 April 2020

DISCLAIMER

While we take duty and care to provide you, our incredible website visitor, with accurate and truthful information, please note that despite continuous investigations to pick up any glitches, we are human and as such, we cannot guarantee the accuracy of all the information we post. For example, our prices can be subject to change, and typographical errors may occur. We will continue to do our best to keep this site up to date with the correct information, as we do not want to confuse anyone by anything they have read or seen. However as this is a manual process, it isn't always possible to immediately remove or edit items.

If for whatever reason you find anything suspect or misleading in any way, please contact us.

1. Introduction

Hunky Dory Fish & Chips (Hunky Dory, we, our, us) respects the importance of protecting the privacy and the rights of all individuals in relation to their personal information. This privacy policy tells you how we collect and manage your personal information.

We respect and uphold your rights to privacy protection under the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) (the Act) and we comply with all of the Act's requirements in respect of the collection, management and disclosure of your personal information.

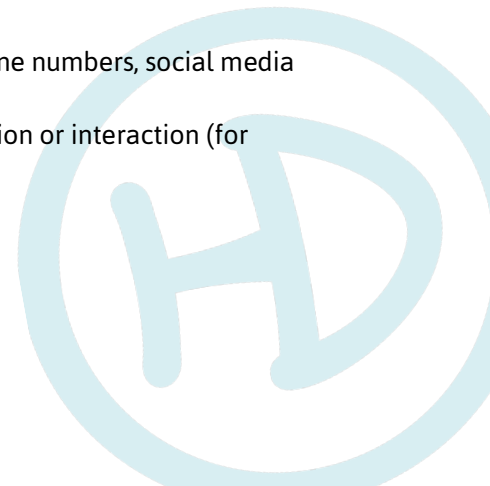
2. What 'personal information' means

When used in this privacy policy, the term "personal information" has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone and mobile number, email address, date of birth, profession or occupation, details of previous orders, credit or debit card details and your IP address. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

3. The personal info we collect or hold

If you are a customer or prospective customer, Hunky Dory may collect or hold information received as a result of any dealing, transaction or interaction with you, including:

- Your contact details, such as name, age or date of birth, address, phone numbers, social media identifiers and email address;
- Any information you provide to us as a result of any dealing, transaction or interaction (for instance any feedback or requests for information);
- Details of the menu items you have purchased from us;



- Any information you submit for the purposes of participating in promotional offers or collected as part of the administration of any such program; or
- Any information you provide to us when you place an order via our online ordering service, including credit card or debit card details.

If you are a prospective franchisee, Hunky Dory may collect or hold information relevant to becoming a franchisee, including:

- Your contact details, including name, address, profession, occupation or job title, phone numbers and email address; and
- Financial and other related information you submit to us as part of your application to become a franchisee.

If you are an applicant for employment, Hunky Dory may collect or hold information relevant to such employment, including:

- Your contact details, including name, age or birth date, address, phone numbers and email address; and
- Employment and other information you submit to us as part of your application for employment (which includes any information contained in any resume you provide to us).

Hunky Dory may also collect or hold other information you have provided to us which can be used to identify you as a result of any dealing, transaction or interaction with us which is not specified above.

Hunky Dory may also collect and hold statistical information regarding the use of our website which may include your device's internet protocol address and the date and time of your visit.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

You must not provide us with personal information of another person, other than with our express permission. If at any time you provide the personal information of another person to us then you must ensure that that person has read and understood this policy and separately consents to that personal information being used and disclosed by us for the above purposes.

4. How we collect your personal info

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may also collect it in other ways, such as:

- Through your access and use of our website;
- In-store by providing your business card for our "Getting Down to Business" program and other programs;
- By phone, email, or social media;
- By submitting online orders through our online ordering service;
- By participating in our promotions;
- By submitting a franchise request through our website; or
- When you submit a job application through the careers section of our website.



5. Cookies

In some cases, we may also collect your personal information through the use of cookies. When you access our website, we may send a “cookie” (which is a small summary file containing a unique ID number) to your device. This enables us to recognise your device and greet you each time you visit our website without bothering you with the same requests. It also enables us to keep track of the products that you like, and the promotions that you’ve been a part of so that, if you consent, we can update you on Hunky news, like new menu items, that we think you’d love as much as we do.

We also use cookies to measure traffic patterns, to determine which areas of our website have been visited and to measure transaction patterns in the aggregate. We use this to research our visitors’ habits so that we can improve our online experience. If you do not wish to receive cookies, you can set your browser so that your device does not accept them.

We may log IP addresses (that is, the electronic addresses of devices connected to the internet) to analyse trends, administer the website, track visitors movements, and gather broad demographic information.

6. If we can’t collect your personal info

If you do not provide us with the personal information described above, some or all of the following may happen:

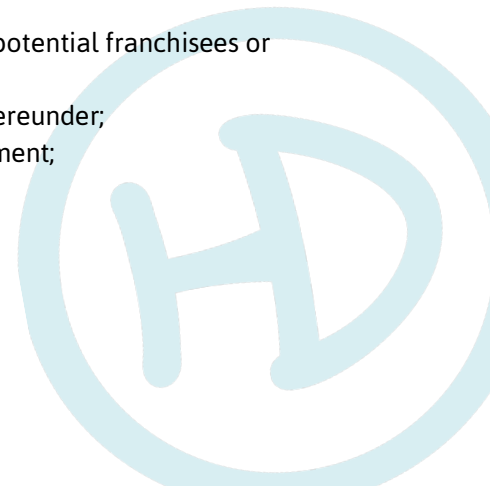
- We may not be able to accept or fulfil orders through our online ordering service;
- We may not be able to provide you with Hunky news that you may want, such as information about discounts or promotions; or
- We may not be able to tailor the content of our website to your preferences, so your experience of our website may not be as enjoyable or useful as we aim for it to be

7. What we do with your personal info & why we collect & hold it

We collect personal information about you so we can continue to provide the highest possible quality of customer service, giving you and our entire Hunky Family what you (and we) want.

We collect, hold, use and disclose your personal information about for the following purposes:

- To assist in providing goods and services to you;
- To assist in responding to any requests you make to us;
- To communicate promotional offers and special events;
- To process orders submitted via our online ordering service and process payments for those orders;
- To assess the performance and improve the operation of the website;
- For the internal administrative, marketing (including direct marketing), planning, product development, quality control and research purposes of Hunky Dory and its franchisees, partners and associates;
- To process and assess applications received by us (such as selecting potential franchisees or employees);
- To administer any completed agreement and provide the services thereunder;
- To administer any programs which Hunky Dory may decide to implement;
- To administer any promotions or offers;
- To process and respond to any complaint made by you;



- To comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country; and
- For any other purpose made known to you at the time of collection of your personal information.

Hunky Dory may disclose the information collected to agents and employees of Hunky Dory and/or franchisees of Hunky Dory and/or their agents or employees, but only for the purpose for which such information was collected.

At any time, you may opt out of receiving any communications from us (other than as required for the operation of our business, such as an order payment).

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

8. Disclosure of your personal info

We may disclose your personal information to:

- Our employees, our franchisees, contractors or service providers for the purposes of operation of our website or our business, fulfilling requests by you, and to otherwise provide products and services to you including, without limitation, third party payment providers, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants;
- Suppliers, partners and other third parties with whom we have commercial relationships for business, marketing, and related purposes; and
- Any organisation for any authorised purpose with your express consent.

9. How to access and correct your personal info

You may request access to personal information we hold about you by writing to the Hunky Dory Privacy Officer at the address specified in clause 14 of this privacy policy. Where we hold information that you are entitled to access, we will endeavour to provide you with a suitable range of choices as to how you access it (e.g. emailing or mailing it to you).

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or it if would result in a breach of confidentiality. If that happens, we will give you written reasons for any results.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that you disagree with it.



10. Breach of privacy process

If you believe that your privacy has been breached, please contact our Hunky Privacy Officer using the contact information in clause 14 of this privacy policy and provide details of the incident so that we can investigate it.

We request that complaints about breaches of privacy be made in writing, so we can be sure about the details of the complaint. Our Hunky Privacy Officer deals with privacy complaints and any complaints should be directed to our Privacy Officer using the contact details in clause 14 of this privacy policy. We will attempt to confirm with you, as and when it is appropriate and necessary, your understanding of the conduct relevant to the complaint and what you expect as an outcome. We will inform you whether we will conduct an investigation, the name, title, and contact details of the investigating officer and the estimated completion date for the investigation process.

After we have completed our enquiries, we will contact you, usually in writing, to advise the outcome and invite a response to our conclusions about the complaint. If we receive a response from you, we will assess it and advise if we have changed our view.

11. Security

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

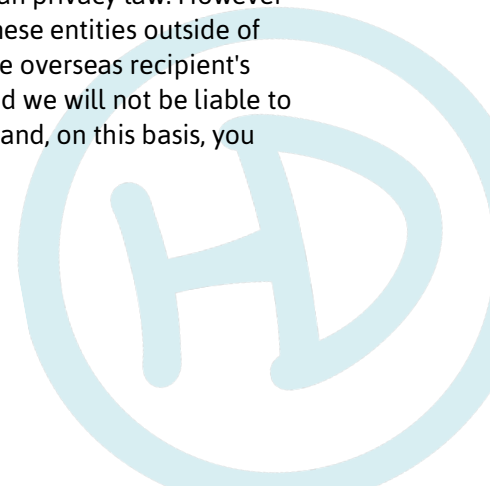
As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

12. Third party payment providers

Orders submitted through our online ordering service must be paid for by credit or debit card via the payment facility provided. This secure payment facility is provided by a third-party payment gateway provider. We do not store your full credit card or debit card details. You can save your preferred payment method through your online ordering account, but our third-party provider will store these details for future retrieval. You expressly consent to us sharing your personal information to any third-party payment provider we engage from time to time.

13. Off-shore disclosure

While the majority of our third-party providers are Australian, from time to time we do engage with some that are in countries other than Australia. We endeavour to ensure our contracts with these parties include an obligation for them to comply with this policy and Australian privacy law. However you acknowledge that, by agreeing to the disclosure of your Information to these entities outside of Australia, we will no longer be required to take reasonable steps to ensure the overseas recipient's compliance with the Australian privacy law in relation to your Information and we will not be liable to you for any breach of the Australian privacy law by these overseas recipients and, on this basis, you consent to such disclosure.



14. Contacting us

If you have any questions or concerns about this privacy policy, a complaint regarding treatment of your privacy, or a possible breach of your privacy by us, please contact us, preferably in writing, using the details set out in this clause 14 (below).

Of course, your requests or complaints will be attended to in confidentially. A Hunky team member will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

Our contact details are as follows:

Hunky Dory Head Office
Email: info@hunkydory.com.au
Phone: (03) 03 9645 4435
Post: PO Box 373, Port Melbourne VIC 3207

15. Changes to our Privacy Policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website. Please review it regularly.

This privacy policy was last updated on 20 April 2020.

16. Last words

References to “Hunky Dory”, “Hunky Dory Fish & Chips”, “Hunky Family” or “we” are references to Hunky Dory Franchising Pty Ltd (ABN 41 923 766 464 / ACN 616 350 102).

Although we intend to follow this policy at all times, it is not legally binding on Hunky Dory in any way. On rare occasions we may regard it as necessary or desirable to act outside the policy. Hunky Dory may do so, subject only to any other applicable contractual rights you have and any statutory rights you have under the Act or other applicable legislation.

