

PRIVACY POLICY (VERSION APRIL 2020)

FRIENDS OF UNCLE WONG

BL91 Pty Ltd T/A Uncle Wong Kitchen ACN 635 322 137 and our affiliated entities (“**we**”, “**our**”, or “**us**”) respects your privacy and is committed to protecting your Personal Information.

Uncle Wong Kitchen is bound by and complies with the requirements of the Australian Privacy Act 1988 (Cth) (as amended) (“**the Act**”) and the Australian Privacy Principles (“**APPs**”).

This Privacy Policy (“**Policy**”):

- I. describes how we deal with the information we collect through our outlets, through the services that are available on Uncle Wong Kitchen web site (the “**Site**”) as well as any collected through the activities we conduct, in accordance with our Vision, Mission and Values; and
- II. demonstrates the firm commitment of Uncle Wong Kitchen to the protection of your privacy.

MEANINGS OF TERMS USED IN THIS POLICY

“Aggregate Information” is information about use of our Site, such as pages visited on our Site.

“Uncle Wong Group” means Uncle Wong Kitchen and its Related Corporations;

“Non-personal Information” is information that does not itself identify you individually such as age range and gender.

“Personal Information” means any information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion. Examples of this include your name, address, date of birth, or email address.

“Sensitive Information” means Personal Information about things such as your race, ethnic origin, political affiliation, religion, sexual orientation, biometric information and health information.

“Related Corporation” has the same meaning as “related bodies corporate” in section 50 of the Australian Corporations Act.

TYPES OF INFORMATION WE MAY COLLECT AND WAYS IN WHICH IT IS COLLECTED

We collect, hold and use several types of necessary information according to lawful and fair means.

We sometimes collect Personal Information, as well as Non-personal Information and Aggregate Information, however we do not collect Sensitive Information.

The information we collect depends on what products and services you require from us or from the outlets operated by our franchisees.

We may collect Personal Information from you in a variety of ways, such as:

- (i) when you purchase our products and services;
- (ii) when you complete a customer comment card or join one of our Loyalty Programs;

- (iii) when you enter one of our competitions or promotional activities;
- (iv) when you complete a customer survey;
- (v) when you visit our Site and provide us with your Personal Information; and
- (vi) when you submit comments, questions or suggestions to our Customer Service department;

PROVIDING PERSONAL INFORMATION THROUGH USE OF THE SITE

By accessing and using our Site, you consent to the information collection and use practices described in this Policy, as modified from time to time by us in light of changes to legislation.

When accessing our Site and ordering products and services through it you are entitled to use a pseudonym or transact anonymously rather than providing your Personal Information unless:

- I. we are required or authorised according to an Australian law or an order from a legal institution to only deal with individuals who have identified themselves; or
- II. it is impracticable to deal with individuals who have not identified themselves.

UNCLE WONG KITCHEN PURPOSES FOR COLLECTING, HOLDING, USING OR DISCLOSING YOUR PERSONAL INFORMATION

Uncle Wong Kitchen respects your privacy and seeks to protect your Personal Information and deal with any Personal Information received in accordance with the Australian Privacy Principles. Except as disclosed in this Policy, we do not sell or disclose information that identifies you personally or makes it possible for other parties to contact you directly without your consent.

We collect the Personal Information that we require and hold, use or disclose that Personal Information for the following purposes:-

- a) Providing Goods and Services - selling, promoting and providing goods and services to you either directly or through our affiliated stores (including contacting you with special offers or promotional information).
- b) Communications - responding to communications from you and providing you with information that you request (whether by post, telephone or email).
- c) Customer Service Enquiries - dealing with any comments, questions, enquiries and issues raised by you with our Customer Service department in relation to products or services provided by us or our affiliated stores.
- d) Market Research - market research to help us and our franchisees improve our products and services. We may use information about you for our own internal purposes such as estimating our audience size; measuring aggregate traffic patterns; and understanding demographic, customer interest and other trends among our guests and customers.
- e) Suppliers – to assess the suitability of potential suppliers of goods and services to us or our affiliated stores and customers and managing ongoing relationships between us, our affiliated stores and those suppliers. If you are a supplier we may disclose your Personal Information to operators of Uncle Wong Kitchen and our affiliated stores if it is reasonably necessary for that information to be supplied to them in order to facilitate the provision by you of goods or services to those operators.
- f) Potential Employees - to assess applications of potential employees.
- g) Product Information - sending you additional information on products and services that we offer and which we think may be of interest to you.

- h) Business Partner Products - sending you information on products and services of our select business partners which we think may be of interest to you.
- i) Trade Secret - Information collected by or for us through our Site (and from other sources) is considered a trade secret of Uncle Wong Kitchen. As the owner of such information, we may disclose or sell such information as an asset of Uncle Wong Kitchen in conjunction with the sale to a third party of Uncle Wong Kitchen or a portion of our assets. Any Personal Information that is disclosed to such a third party will remain subject to the protections in the Australian Privacy Principles.
- j) Where required or authorised by law - In rare instances, Uncle Wong Kitchen may be required or authorised by law to provide Personal Information relating to guests or suppliers to a third party such as a law enforcement agency.

We only use and disclose your Personal Information for the purposes we have mentioned above. Additional uses or disclosures of such information will only take place if:

- I. you have consented to them; or
- II. the additional purpose for which the information is being used or disclosed is related to the purpose for which such information was collected and you would expect us to use or disclose the information for such purpose (i.e. if we collect information about your personal interests we may also use such information to contact you regarding special offers or promotions that meet your own personal interests); or
- III. required by an enforcement body (in which case, we will notify you of such use or disclosure).

We shall take all reasonable steps to ensure that your Personal Information is always accurate, up-to-date, and complete as well as relevant, having regard to the purpose of the use or disclosure.

Regardless of the type of information we collect, you will always be aware of such collection and you will be directed to this Policy to learn more about your rights regarding your Personal Information.

ELECTING NOT TO RECEIVE ADDITIONAL INFORMATION ON PRODUCTS AND SERVICES

If you do not wish to receive any further communications from us about our products and services, please let us know by sending us an email to unclewong.mtbarker@gmail.com we will take steps to ensure that you do not receive such further communications..

PROVISION OF PERSONAL INFORMATION TO SERVICE PROVIDERS

Uncle Wong Kitchen uses a range of service providers to help us to achieve the highest quality and efficiency in our business operations. This means that sometimes, other organisations may have access to Personal Information that we hold in order to provide specific services. Our service providers remain subject to the restrictions of the Australian Privacy Principles in handling this information.

ACCESS TO YOUR PERSONAL INFORMATION

If Uncle Wong Kitchen holds any Personal Information about you, you can request not only to access but also to correct or update this Personal Information by emailing us at unclewong.mtbarker@gmail.com. Uncle Wong Kitchen may charge a reasonable fee for providing you with access to this information. However, the charge will not apply to the making of the request and, when applicable, for the correction of your Personal Information. Once we have received your request, we will take such steps as are reasonable in the circumstances to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up to date, complete, relevant and not misleading.

We will endeavour to respond to your request for access to your Personal Information within a reasonable period. In addition should you request access to your Personal Information, we will give access to you such access in the manner requested by you if it is reasonable to do so. If we decide not to give access, we will provide you with written reasons for our refusal. Should you have any complaints about a refusal, we request you to email us at unclewong.mtbarker@gmail.com

AGGREGATE INFORMATION

We collect Aggregate Information about you and your use of our Site whenever you visit us online. This Aggregate Information generally will not personally identify you or be correlated to you individually for external purposes. We may collect, compile, store, publish, promote, report, sell, or otherwise disclose or use any and all Aggregate Information, provided that such information cannot be used to personally identify you. When we share such information with other companies, it is not traceable to any particular user, and cannot be used to contact you.

COOKIES

We may make use of "cookies" on our Site. Cookies are small text files that are stored on a user's computer by a Web server based on the permissions set in a user's browser software. Cookies only identify the user's computer to the Web site which may correlate other information, including personally identifying information with the cookie.

We may use cookies to allow us to automate access and data entry functions of our Site such as, tailoring the Site to your preferences or interests, or customise promotions or marketing.

You may adjust your Web browsers to either alert you of the use of cookies or refuse to accept cookies entirely. Be aware that if you elect not to accept cookies, the Site may not function properly.

LINKS TO OTHER WEB SITES OF THIRD PARTIES

Please be aware that we provide links to third-party Web sites as a service to our guests, and that we are not responsible for the content or information collection practices of those pages. Please note that these Websites' Privacy Policies may differ from those of Uncle Wong Kitchen. We encourage you to review and understand their privacy practices before providing them with information.

SECURITY OF DATA

We use commercially reasonable efforts to store and maintain Personal Information to protect it from loss, misuse, alteration or destruction by any unauthorised party. All user details captured by Uncle Wong Kitchen are stored securely at all times and will never be provided to any unauthorised third parties

VARIATION OF THE POLICY AND QUESTIONS ABOUT THE POLICY

If the Policy is changed, we will post a new Policy on our Site and change the date at the top of the Policy. Should you require a copy of this Policy in a different form, please email unclewong.mtbarker@gmail.com and we will take such steps as are reasonable in the circumstances to provide you with a copy in that form. This Policy does not apply to Uncle Wong Kitchen' handling of information about our current or former employees.

ADDITIONAL INFORMATION AND COMPLAINTS

If you have any questions, enquiries or complaints about:

- I. this Policy;
 - II. our use of your information; or
 - III. our compliance with the Australian Privacy Principles or with this Policy,
- you can e-mail us at unclewong.mtbarker@gmail.com.

Once the email has been received we will acknowledge receipt of that email and investigate the complaint providing feedback within a reasonable time.