

## The CharGrill Masters Privacy policy

### The CharGrill Masters commitment to privacy

The CharGrill Masters (ABN 33 636 884 770), its franchisees and affiliates in Australia are committed to managing personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth) and in accordance with other applicable privacy laws.

This document sets out our policies for managing your personal information and is referred to as our **Privacy Policy**.

In this Privacy Policy, “we” and “us” refers to The CharGrill Masters (ABN 33 636 884 770) and its franchisees and “you” refers to any individual about whom we collect personal information.

By visiting our websites or any third party food ordering application or platform (including by using an application on a smart device), placing an order with any of our stores (including franchise stores), signing up for our loyalty program ‘The CharGrill Masters VIP’ or providing us with your personal information, you agree to your personal information being collected, held, used and disclosed as set out in this policy.

References to 'website' include the following: [www.thechargrillmasters.com.au](http://www.thechargrillmasters.com.au) or any other site, services (including web-services), software, application or media managed by The CharGrill Masters.

If you do not agree with the practices described in this Privacy Policy please do not provide us with your personal information or interact with our websites.

### Opting in or out

At the point we collect information from you, you may be asked to “opt in” to consent to us using or disclosing your personal information. You will generally be given the opportunity to “opt out” from receiving communications from us. You may “opt out” from receiving these communications by clicking on an unsubscribe link at the end of an email or by contacting us with this request

### What is personal information?

The Privacy Act 1988 (Cth) currently defines “personal information” as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable:

- (i) whether the information or opinion is true or not; and
- (ii) whether the information or opinion is recorded in a material form or not.

If information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as “personal information” and will not be subject to this privacy policy.

### What information does The CharGrill Masters collect from you?

The kind of personal information that we collect from you will depend on how you use the website.

We will only collect personal information from you that we reasonably require for one or more of our business functions or activities. .

The CharGrill Masters will collect information from you:

- when you make an order with us
- when you make an enquiry with us
- when you sign up to our marketing emails
- when you sing up to our loyalty program ‘The CharGrill Masters VIP’
- when you use our website

- any additional information provided to The CharGrill Masters, its related entities or franchisees

When you make an order or enquiry with us or sign up for our loyalty program, we will collect information such as:

- title
- name
- e-mail address (used for order confirmation and post-dining feedback emails)
- home or work address
- billing information taken for deposits, ticketing, or holding credit card information for the purpose of future orders

When you access our website ([www.thechargrillmasters.com.au](http://www.thechargrillmasters.com.au)), there is “device information” about your computer hardware and software that is automatically collected by The CharGrill Masters. This information can include:

- device type (e.g. mobile, computer, laptop, tablet)
- cookies
- operating system
- IP address
- browser type
- browser information (e.g., type, language, and history)
- domain names
- access times
- settings
- referring website addresses
- other data about your device to provide the services as otherwise described in this policy.

### **How we collect your personal information**

We may collect personal information from you whenever you input such information into the website.

We also collect cookies from your computer which enable us to tell when you use the website and also to help customise your website experience. As a general rule, however, it is not possible to identify you personally from our use of cookies.

### **Purpose of collection**

The purpose for which we collect personal information is to provide you with the best service experience possible on the website.

We customarily disclose personal information only to our service providers who assist us in operating the website. Your personal information may also be exposed from time to time to maintenance and support personnel acting in the normal course of their duties.

By using our website, you consent to the receipt of direct marketing material. We will only use your personal information for this purpose if we have collected such information direct from you, and if it is material of a type which you would reasonably expect to receive from use.

### **Direct Marketing**

The CharGrill Masters may use or disclose your personal information for the purpose of informing you about our services, upcoming promotions and events, or other opportunities that may interest you. If you do not want to receive direct marketing communications, you can opt-out at any time by contacting us using the contact details below.

If you opt-out of receiving marketing material from us, *[insert APP entity]* may still contact you in relation to its ongoing relationship with you.

## **Prospective employees or applicants**

We collect personal information when recruiting personnel, such as your name, contact details, qualifications and work history. Generally, we will collect this information directly from you.

We may also collect personal information from third parties in ways which you would expect (for example, from recruitment agencies or referees you have nominated). Before offering you a position, we may collect additional details such as your tax file number and superannuation information and other information necessary to conduct background checks to determine your suitability for certain positions.

We collect personal information from prospective employees and applicants for any one or more of the following purposes:

- assessing you for a position with us or one of our related entities
- assessing whether you are suitable to progress to each stage of the recruitment process for a vacant position
- storing your information for future employment opportunities. If you do not provide us with the information we request, we will be unable to do one or more of the above.

We may disclose your personal information when applying for a position with us to:

- referees or previous employers
- our related entities
- recruitment agencies acting on our behalf
- law enforcement agencies to verify the existence of a criminal record for you
- educational organisations to the extent necessary to verify your qualifications

If we engage third party contractors to perform services for us which involves handling personal information, we will take reasonable steps to prevent the contractor from using the personal information except for the purpose for which it was supplied.

## **Other Individuals**

The CharGrill Masters may collect personal information about other individuals who are not clients or customers of The CharGrill Masters. This includes members of the public who participate in events we are involved with, individual service providers and contractors to The CharGrill Masters and other individuals who interact with The CharGrill Masters on a commercial basis. The kinds of personal information we collect will depend on the capacity in which you are dealing with us. Generally, it would include your name, contact details, and information regarding our interactions and transactions with you.

If you are participating in an event we are managing or delivering, we may take images or audio-visual recordings which identify you.

In limited circumstances, we may collect information which is considered sensitive information. For example, if you are injured at an event promoted or delivered by us, we may collect health information about you in an emergency or otherwise with your consent.

We may collect personal information about children (for example, when children participate in events we are involved with). Where children do not have sufficient maturity and understanding to make decisions about their personal information, we will require their parents or guardians to make decisions on their behalf.

You can always decline to give us any personal information we request, but that may mean we cannot provide you with some or all of the services you have requested. If you have any concerns about personal information we have requested, please let us know.

## **Franchise Applications**

We will collect information from franchise applicants that is similar to that included on the The CharGrill Masters Franchise Application Form such as your name, postal address, telephone number, email address, education details, residency status, employment history, financial capacity and other information relating to your qualifications and experience.

We may also obtain personal information about you from third parties such as previous employers or nominated referees. With your consent, we may also collect sensitive information about you such as information about any criminal record you may have or your membership of any professional or trade association.

We collect personal information for any one or more of the following purposes:

- assessing your application to become a franchisee of The CharGrill Masters
- assessing whether you are suitable to progress to each stage of The CharGrill Masters franchise recruitment process
- storing your information for future franchise opportunities with The CharGrill Masters

If you do not provide us with the information we request, we will be unable to do one or more of the above.

## **Cookies**

Like many other websites, we use cookies. We use them to help you personalise your online experience.

A cookie is a text file that is placed on your hard disk by a web page server which allows the website to recognise you when you visit. Cookies only collect data about browsing actions and patterns, and do not identify you as an individual.

We may use cookies for the following purposes:

- Authentication, personalisation and security: cookies help us verify your account and device and determine when you log in, so we can make it easier for you to access the services and provide the appropriate experiences and features. We also use cookies to help prevent fraudulent use of login credentials.
- Performance and analytics: cookies help us analyse how the services are being accessed and used, and enable us to track the performance of the services. For example, we use cookies to determine if you viewed a page or opened an email. This helps us provide you with information that you find interesting. We also use cookies to provide insights regarding your End Users and your sites' performance, such as page views, conversion rates, device information, visitor IP addresses, and referral sites.
- Third Parties: Third Party services may use cookies to help you sign into their services from our services. We also may use third-party cookies, such as Google Analytics, to assist with analysing performance. Any third party cookie usage is governed by the privacy policy of the third party placing the cookie.
- Opting Out: You can set your browser to not accept cookies, but this may limit your ability to use the services.

Our Site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

## **How does The CharGrill Masters hold and dispose of my information?**

The CharGrill Masters stores information in paper-based files or other electronic record keeping methods in secure databases (including trusted third party storage providers based in Australia and

overseas). Personal information may be collected in paper-based documents and converted to electronic form for use or storage (with the original paper-based documents either archived or securely destroyed). We take reasonable steps to protect your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

We maintain physical security over paper and electronic data stores, such as through locks and security systems at our premises. We also maintain computer and network security, for example, we use firewalls (security measures for the internet) and other security systems such as user identifiers and passwords to control access to our computer systems.

Our website does not necessarily use encryption or other technologies to ensure the secure transmission of information via the internet. Users of our websites are encouraged to exercise care in sending personal information via the internet.

We take steps to destroy or de-identify information that we no longer require.

### **Your personal information and third parties**

Although we do not disclose your personal information to any third party (except as set out in this notice), we do receive data which is indirectly made up from your personal information, from software services such as Google Analytics and others. No such information is identifiable to you.

If you provide information to us with a view to it being read, copied, downloaded, or used by other people, we accept no responsibility for what that third party may do with it. It is up to you to satisfy yourself about the privacy level of every person who might see your information. If it is available to the World, neither we nor you have no control whatever as to how it is used.

### **Change of Business Ownership**

We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part. The new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by us.

### **Changes to this Privacy Policy**

We may amend this Privacy Policy from time to time, with or without notice to you. We recommend that you visit our website regularly to keep up to date with any changes.

This policy was last updated in April 2020.

### **Disclosure to Government and Associated Agencies**

We are subject to the law like everyone else. We may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

### **Compliance with the Law**

This privacy policy has been compiled so as to comply with the law of every jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your country, we would like to hear from you, but ultimately it is your choice as to whether you wish to use our website.

### **Privacy Queries, Complaints and Corrections**

If you have any queries, or if you seek access to your personal information, or if you have a complaint about our privacy practices, you can contact us on: [eidmohammad94@yahoo.com](mailto:eidmohammad94@yahoo.com)