

Franke Australia - Collection Notice

Franke Australia Pty Ltd ACN 138 663 279 (which, for the purpose of this Collection Notice includes any of its Related Bodies Corporate, as that term is defined in the *Corporations Act 2001 (Cth)*) (**Franke Australia, we, us, our**), is bound by the *Privacy Act 1988 (Cth)* (**Privacy Act**) and must comply with the Australian Privacy Principles (**APPs**).

You can find out more information about the Privacy Act and the APPs at the Office of the Australian Information Commissioner's website at www.oaic.gov.au.

This Collection Notice sets out the matters described in Australian Privacy Principle (**APP**) 5.2 (as part of the *Privacy Act 1988 (Cth)*) as they relate to Franke Australia when we collect personal information about you.

1 Purpose of Collection

We collect your personal information primarily to:

- provide you with the goods, services and information that you request from us;
- provide you with information about PRKS's products and services;
- suggest Franke Australia products and services to you; and
- otherwise manage our relationship with you.

If you:

- (a) are a supplier, we may also collect your personal information primarily to contact you for business purposes and manage our relationship with you or your organisation;
- (b) are a Candidate, we may also collect your personal information primarily to contact you throughout the recruitment process;
- (c) are a wholesale customer or agent, we may also collect your personal information primarily to contact you for business purposes and manage our relationship with you or your organisation;
- (d) buy our products from one of our Retailers, we may also collect your personal information primarily to contact you to arrange receipt of any goods or services you purchase from us and manage our relationship with you; and
- (e) employee or director of a Customer, agent, contractor or supplier, we may also collect your personal information primarily to contact you for business purposes and manage our relationship with you or your organisation.

If it is reasonable to expect that we would use or disclose your personal information for purposes which are related to the above primary purposes, we may also use or disclose your personal information to:

- assist you with enquiries or complaints;
- develop and improve our client service and relationships;
- promote, advertise and market any of our products and services, including to invite you to events or activities hosted by Franke Australia or inform you of promotions;
- to comply with our legal obligations (including to comply with any law or any lawful request of a law enforcement agency or government authority), resolve any disputes that we may have with any of our clients and enforce our agreements with third parties such as your employer;
- inform you of developments at Franke Australia and other services that we can provide.

We may use information collected through our Website for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are at our Websites.

Direct Marketing

We may use your name, email address and telephone number for direct marketing purposes. Where possible, we will provide you with a choice to opt-out of any of our marketing communications. We will respect your request to decline to receive these marketing communications.

2 Type of personal information collected and consequences if personal information is not collected

We may collect the following information about you:

- name;
- address, email address, telephone number and other contact details;
- details of the products or services we have provided to you or that you have enquired about, including any additional information necessary to deliver those products and services and respond to your enquiries; and
- details about you to assist in managing our relationship with you.

If you are a Candidate, we may collect details about your employment history and other details about you to assist with the recruitment process. We may also conduct a reference check if you are employed in-house. We may collect this information from you directly, or from a recruiter.

If you are a corporate or wholesale customer, we may collect personal information about the business that you represent.

In addition to the information set out above, when you make an enquiry about our products and/or services (including on our Website), provide us with feedback, asked to be placed on one of our mailing lists, make a warranty claim, apply for warranty registration or a referral card, or supply goods or services to Franke Australia, we may also collect and hold details of the products or services we have provided to you or that you have enquired about, including any additional information necessary to deliver those products and services and respond to your enquiries.

For each visitor to our Website, we may also collect the following non-personally identifiable information using third party website analytics providers:

- browser type, version and language;
- operating system;
- pages viewed while browsing the Website; and
- page access times and referring website address.

If you do not provide the necessary personal information, we may not be able to provide you with the products, services or information that you have requested from us.

3 How we collect personal information

In the course of providing you with products and services, Franke Australia collects personal information in a variety of ways. Unless it is unreasonable or impracticable to do so, we collect your personal information from you directly. In some cases however, we will collect information about you from a third party.

For example, if you buy our products from one of our Retailers, we may collect personal information about you from the Retailer who sold our products or services to you. If you are an employee of a Retailer, agents, contractor or supplier, we may also collect your personal information from your colleagues or employer.

At the time of collection, or as soon as practicable after we have collected it, we will take such steps as are reasonable in the circumstances to notify you of the collection and of any matters relevant to the collection, unless it is obvious from the circumstances that you would know or would expect us to have the information.

Franke Australia may collect personal information about you when you:

- purchase products or services from us;
- engage with our business and its employees in the course of receiving products or services from us or enquiring about our products;
- visit our website <https://www.prkws.com/> (**Website**);
- make an enquiry about our products or services (including through our Website);
- subscribe to receive newsletters or information from Franke Australia;

- register a Franke Australia product for warranty purposes or make a warranty claim on a product;
- apply for a Franke Cabinet Makers Referral Card on our Website;
- apply as a candidate for a position of employment with Franke Australia (**Candidate**); and
- supply goods or services to Franke Australia.

We may also collect personal information about you if you:

- enquire about product safety recalls; or
- make an application for warranty or referral cards when you complete and submit the relevant forms,
on our website.

4 Sharing of your personal information

We may disclose your personal information to:

- external providers of services that we may use to operate our business and manage our business systems (for example, this may include file storage service providers, database and mailing service providers (including email mailing service providers), marketing and e-commerce service providers, couriers and/or freight and transport service providers, printers, call centres providers of payment processing services, IT technicians who may need access when providing support (although it is our practice for them to work under supervision) and other professional service providers as required from time to time;
- if you are an employee of one of Franke Australia's customers, contractors, agents or suppliers, we may also disclose your personal information to your employer;
- retailers or agents of Franke Australia products and services; and
- our professional advisors and agents.

If you are a Supplier, we may disclose your personal information to your employer, colleagues or the contractor to whom you provide services.

We may disclose your personal information to these third parties so that they can assist us with providing the best possible service to you.

Those third parties will be permitted to access only the personal information they need to deliver the service to Franke Australia or to you.

We may disclose your personal information to contractors based in the Philippines. We are not otherwise likely to disclose information to overseas recipients unless it is with your consent, or the disclosure is required or authorised by law.

The privacy and collection practices of entities to which we disclose personal information are governed by their own privacy policies and collection notices.

We will not otherwise disclose information about you unless the disclosure:

- is required or authorised by law; or
- you have consented to our disclosing the information about you.

5 Privacy Policy

Franke Australia understands that you value your privacy and wish to have your personal information kept secure. For these reasons, we place a high priority on the security of the personal information that we hold. Franke Australia has developed a Privacy Policy to inform you of how we manage your personal information and maintain its integrity and security.

PRKS's Privacy Policy is available for you to access on our Website and can be accessed here <https://www.prkws.com.au/privacy>.

Our Privacy Policy contains information about how you may access the personal information that we hold about you and seek the correction of such information, if you believe it to be incorrect.

The Privacy Policy also contains information about how you may complain about a breach of the APPs and how we will deal with such a complaint.

6 Contact Us

Our contact details in respect of any issues in relation to privacy are:

Telephone	(03) 9700 9100
Email	accounts@prks.com.au
Post	Attn: Privacy Officer 83 Bangholme Road DANDENONG SOUTH VIC 3175