

Privacy Policy – Franke Australia

Franke Australia Pty Ltd ACN 138 663 279 (which, for the purpose of this Privacy Policy 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.

We have developed this Privacy Policy to inform you of how we manage your personal information.

By providing personal information to us, you are taken to have read, and consent to the collection, use disclosure and handling of your personal information in accordance with this Privacy Policy.

1 How we collect your personal information

Personal information has the meaning given to that term in the Privacy Act and includes information or an opinion (whether true or not) about an identified individual, or an individual who is reasonably identifiable.

In general, Franke Australia collects personal information about its customers (including retailers of its products) (**Retailers**), contractors, agents, suppliers, prospective employees and employees of its corporate and wholesale customers, contractors, agents and suppliers.

We aim to collect personal information only if it is reasonably necessary to providing the service, product or information you have requested from us.

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 websites
 - www.prkws.com and www.prks.com.au
 - frankeurbanappliances.com.au
 - www.falmec.com.au and falmecau.com
 - kwcswiss.com.au
- 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.

2 What personal information we collect about you

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.

Tracking Technologies and Cookies

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
- page access times
- referring website address.

We use Cookies and similar tracking technologies to track the activity and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyse our service. You can instruct your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if you do not accept Cookies, you may not be able to use some parts of our Service.

3 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 Franke Australia 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.

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 Quality of your personal information

Franke Australia aims to ensure that your personal information is accurate, complete and up to date. To assist us in this, you need to provide true, accurate, current and complete information about yourself as requested and properly update the information to us to keep it true, accurate, current and complete.

If you believe that the information we hold is inaccurate or incomplete, please contact us and we will use all reasonable efforts to correct the information.

If we do not believe the information to be incorrect, we will take reasonable steps to add a statement to the information claiming that you believe the information is inaccurate, incomplete, out of date.

6 Securing your personal information

We may hold your personal information in electronic or hard copy form. We take reasonable precautions to protect your personal information from misuse, interference and loss, as well as from unauthorised access, modification or disclosure. We use a number of physical, administrative, personnel and technical measures to protect your personal information.

We will retain your personal information as required by law, and then take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed.

7 Changes to this Privacy Policy

Franke Australia reserves the right to make amendments to this Privacy Policy at any time for any reason. We will publish any updated Privacy Policy on our Website.

8 Accessing and correcting your personal information

Subject to exceptions allowed by law, you can request access to such correction of your own personal information by contacting us. If the information held by Franke Australia is inaccurate, incomplete or not up to date you may request Franke Australia to correct the information. You may be required to put your request in writing for security reasons.

Franke Australia will give you access to, or correct, your personal information unless there is a lawful reason for refusing your request for access or correction. If Franke Australia refuses your request it will give you a written notice explaining our reasons for that refusal and how you may complain about that refusal.

9 Change in control of Franke Australia

If we sell or otherwise transfer part or the whole of Franke Australia or our business to another organisation (including in the course of a transaction like a sale, merger or acquisition or as part of a dissolution, liquidation, administration, receivership or other form of insolvency), you agree that your personal information that is collected by Franke Australia may be disclosed to a third party, prospective buyer, transferee or insolvency practitioner and that this is reasonable to enable that party to continue or manage the business.

10 Complaints

If you have a complaint about our collection, use or disclosure of your personal information, or you wish to make a complaint about a breach of the APPs, please contact us at the details set out below.

In your complaint, please set out the details of your complaint and your contact details. Our Privacy Officer will contact you to acknowledge your request and ask for any other applicable information. Our Privacy Officer will then investigate the issue and advise you in writing of the outcome.

You can also make a complaint to the Office of the Australian Information Commissioner. Further information is available at www.oaic.gov.au.

11 Contacting us

If you have any questions about this Privacy Policy or our privacy practices, would like to make a complaint or request access to or correction of your personal information, please contact us by any of the following means.

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