

Privacy Policy

[Last updated February 2023]

Format Kitchens believe privacy is important and have created this policy to let you know how we handle the personal information we receive and hold about you, who we share it with, how we keep it secure and your rights about your information. This privacy policy, together with our terms of use, collectively referred to as 'terms' governs the use of our website. If you do not agree with any of our terms, your remedy is to stop using our website.

If you have any questions or concerns about our handling of your personal information, please use the contact details below to contact us. This policy covers how we handle personal information arising from our in-person interactions with you, our main website, any related websites, social media platforms or other on-line or over the phone interactions you have with us.

Our details if you need to contact us:

Business:	Format Kitchen Enterprises Pty Ltd ABN 66 614 625 259 trading as Format Kitchens
Website:	https://formatkitchens.com.au/
Address:	8 Commerce Avenue, Warana, Queensland 4575
Email:	info@formatkitchens.com.au
Phone:	07 5493 3733

When we talk about 'us' or 'our', we mean our business as identified above.

When we talk about 'you', 'user' or 'your', we mean you, the user of our services or visitor to our website or related websites or platforms.

'Personal information' is information that directly identifies you, such as your name and email address, or data that could be used, on its own or in combination with other data, to identify you. It has the meaning given to it in the *Australian Privacy Act 1988* (Cth) ('the Act'). It does not include information we hold or use about the business you are associated unless that information identifies you personally. Sensitive information is personal information requiring special protection and includes information about your finances (if you supply this to us). For the purposes of this policy, we are including sensitive information within personal information.

In general, we only use your personal information for the delivery of our services, to provide something you have requested and to send you information about our services. We never sell or giveaway your personal information. We may refer you to other trade subcontractors to assist you with the final aspects of your home improvements, but we will let you know and seek your permission before we do so.



1. Staying Anonymous

You can browse our online website anonymously (although cookies may identify your IP address). However, if you purchase any of our products or services, make an application for a credit account with us, register on our site or otherwise enter your information on our website, at that point we will start collecting your personal information. If you do not give personal information to us, it will affect our ability to provide you with requested information or to deliver our products or services.

2. Collecting personal information

At all times we try to only collect the minimum information we need to provide our services, complete our business and credit checks and to keep our records up to date.

The main way we collect personal information about you is when you give it to us, for example:

- when you contact us
- when you submit information to our website or in person
- when you talk with us in person
- when you submit an order for any of our products or services
- when you ask for access to information we hold about you
- when you complete a credit application

3. Collecting information from third parties

We may also collect personal information that is given to us or available to us by a third party, for example if we check your ABN number using the government online search facility or perform a company search with the Australian Securities and Investment Commission (ASIC).

We will also receive personal information when we verify details on your credit application with your listed trade references.

We may collect information from your employer or prospective employer (only if this is relevant, for example if you were applying for a job with us).

When you use our website, we may receive data from third parties such as analytics providers and advertising networks like Google and Facebook.

This information forms part of the personal information described in this policy.

We will not intentionally collect personal information that is unintentionally disclosed.

4. Credit checks

If you complete a credit application, as part of the application you provide your consent for a credit check to be completed by us (for example using Equifax or a similar provider). We will use the information in the credit check to make a decision about your credit application.



We will also require you to complete identity verification. We will retain and store the information from the credit check and identity verification while your credit account remains active and for a certain period afterwards for accounting or legal compliance purposes.

If you sign a Guarantee in conjunction with your credit application, we will use the information from the credit application to retain and store the information about you, while the credit account remains active and for a certain period of time afterwards.

5. What do we collect?

If you use our website, services, purchase products or services or make an application with us, we will collect (as appropriate to your use) the following types of information:

- Your name, address, telephone, email
- Your date of birth
- Your occupation, business details, income
- Information required for your credit application and identity verification (if relevant)
- Your work history, current position or period for which you have been in business
- Any other information you provide or we receive from third parties (such as your trade references)

We keep your records in our system while your data is still relevant for the use it was provided for or as long as required by us for accounting, business or legal requirements.

6. How do we use your personal information and who do we share it with?

We collect and use your personal information to provide our services.

Additionally, we use or share your information as follows:

- We use it for administrative and billing purposes (if applicable)
- To send you periodic marketing material (For example, if we send you an email there will be an opt-out option at the bottom of the email. Opting out of marketing will have your details removed from our marketing list but will not change the way we use other personal information we hold about you.)
- To third party delivery services if we are arranging delivery of goods to you
- To third party services if we are supplying parts, goods or services from a third party supplier

We will also share your personal information (eg. contact details) for business purposes including:

- Third party suppliers we engage to provide services which involve processing data on our behalf, for example IT and system administration services, website developers. In this case, we will require them to use that information only for the purpose of providing the services we have requested, and in compliance with the provisions of this privacy policy (or equivalent standards).
- Payment third parties if there is a dispute over a payment. For example, if our third-party payment provider contacts us regarding a dispute over a payment, we will provide them with requested information and billing details on our system etc to allow the payment dispute to be resolved.
- Professional advisers including accountants, lawyers, bankers, auditors and insurers for the compliant operation of our business.
- Government bodies that require us to report processing activities.



- Third parties where we are required to in accordance with the law. We reserve the right to fully co-operate with any law enforcement authorities or court order requiring or requesting us to disclose the identity or other usage details of any user of our online services, or in accordance with a properly executed court order, or as otherwise required to do so by law.
- In the sale of our business or part of our business, where the incoming party agrees to comply with the terms of this privacy policy (or policy to a similar standard), you agree we may share your personal information with the incoming party, provided the information will be used in a similar manner as was intended when the information was collected.

7. Information of children

Our services are not designed to be used by children or minors under the age of 18 and we do not intentionally collect information of children or minors.

8. Testimonials

If you provide a testimonial, you consent to our use of your testimonial together with your name, product purchased, image (if supplied) and date of supply to be used for our business purposes including promotion and marketing.

9. Social media platforms and messaging systems

We may have a social media presence. Be aware that if you connect with us on social media, you will be making your status as our customer, or someone related to a customer, part of public record. Each social media platform has their own privacy policies and terms of use and you should make sure you accept them before using the platforms and engaging with us. If you do not agree to the social media platform's terms and conditions, your remedy is to stop using them.

We may use your personal information on social media to let you know about our services or upcoming offers or events.

10. How we use Cookies and other identifiers

We use a range of tools provided by third parties including search engine browsers and our web hosting company, to collect or view website traffic information. We use Google Analytics to optimise our website to suit your needs and track your preferences when you browse our website. These sites have their own privacy policies. We also use cookies and session tools to improve your experience when accessing our websites and tracking cookies or remarketing pixels for analytical and advertising purposes.

Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. Some website features may not function properly without cookies.

The kind of information that can be collected includes:

- device specific information such as mobile network information
- server logs including your IP address, the times you use our services and system activity
- location information including IP address, GPS, and Wi-Fi access points
- local storage availability



We use the information to help to track your use of our online services to improve your user experience and the quality of our services.

To find out how to opt out of tailored advertising please check the options available here - <http://www.networkadvertising.org/choices/>.

11. Third Party Links

Our website may contain links to other websites who will have their own privacy policies. Once you leave our website, we are no longer responsible for your personal information and you should ensure you are familiar with the privacy policies of third party sites you visit. We do not endorse any third party links and you should make your own decisions regarding the use of third party links.

12. Security and overseas recipients

Data security is important to us and we use safe practices and appropriate password protection for our systems and aim to ensure our third-party providers use similar care with your personal data. No security measures are 100% safe however and your data is stored with us at your own risk. We take reasonable steps to protect all personal information within our direct control from misuse, interference, loss, unauthorised access, unlawful or accidental destruction, modification or disclosure. To prevent unauthorised access or disclosure we use respected hosting services, firewall and other electronic security procedures and managerial procedures to safeguard and secure the information we collect from you.

We may rely on other third-party providers such as document management systems, text messaging services, email services and alike that may be located overseas or may have storage or processing facilities located overseas. We aim to use only reliable providers who are able to store the information you have provided to us securely. We aim to use providers who are located in Australia, where possible.

Your information may be accessed in a country outside of Australia without any protective laws surrounding privacy and personal information use. When you use our services, you agree to any incidental transfer of your data overseas. All hard copy files are stored in Australia until they are no longer required and then they are securely destroyed.

13. Disclosure

We will disclose your personal information when legally compelled to do so, in cooperation with the police, or under subpoena, or in compliance with Australian privacy laws.

You acknowledge that the personal information that we collect about you may be used to supply our products and services to you.

We may share your personal information with our advisors for the purpose of obtaining their advice about our business (for example our accountant), with our service providers for the purpose of their delivery of services (for example IT consultants) and with our payment platform if we need to provide details about payment transactions.

14. Accessing and correcting your personal information – Your legal rights

You have the right to know what information we hold about you and to ensure the information is accurate and up to date.



If you wish to exercise any of the rights, please contact us using our contact details.

You will not have to pay a fee to access your personal data. However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. We may also refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response. For record keeping purposes, we will record and store all information exchanged during an exercise of your rights under this clause.

We try to respond to all legitimate requests within 30 days. Occasionally it may take us longer if your request is particularly complex or you have made a number of requests. In this case, we will notify you.

15. Notifiable Data Breach

If your personal information is lost or accessed or disclosed without authorisation (breach) and we form the view that breach is likely to result in serious harm which we are unable to prevent (eligible breach), we will notify you and the Office of the Australian Information Commissioner (oaic.gov.au).

An example of a breach that we may be able to remedy (and notice would not be given) would be if a member of staff left a mobile device that contained your personal information at their child's school, and was able to retrieve that item quickly. Although your personal information may have been lost for a short period of time, the way in which it was lost, and the promptness with which we could retrieve it, means serious harm is unlikely.

16. Problems?

If you have any concerns about our use of your personal information, please let us know what the problem is in writing to the email address shown at the top of this policy. We will do our best to help and will respond to your concerns within 30 days.

If, after lodging a complaint with us, you are not happy with how we managed your concerns, you can contact the Australian Privacy Commission, available at <http://www.oaic.gov.au>.

17. Updates

We regularly review and may update our privacy policy from time to time. The updated provisions will apply from the date they are posted on our website, so we recommend that you re-visit this privacy policy when you use our online services. We show a version number and last updated date at the top of our policy to make it easier for you to keep track of changes.

End.