

## Gyoza Gyoza Pty Ltd Privacy Statement.

### Disclaimer

Although duty and care is taken to provide you, with accurate and truthful information, please note that although countless investigations are undertaken to pick up any glitches, we cannot guarantee the accuracy of all information we post. For example prices may be subject to change, and typographical errors may occur. We will do our best to keep the site up to date with correct information as we don't want any of you to be confused by anything you read or see. Understanding that this is a manual process, so please realize that we may not be able to remove or edit particular parts immediately.

If you find anything suspect or misleading in anyway, please contact us.

### 1. Introduction

Gyoza Gyoza is committed to compliance with privacy laws which apply to its business and which set out standards for the management of personal information. This privacy statement explains our privacy practices for our customers who join Gyoza Gyoza Membership, VIP card, use Gyoza Gyoza websites and prospective franchisee.

Gyoza Gyoza respects and upholds your rights to privacy protection under the National Privacy Principles contained in the Privacy Act 1988 and any similar state or territory legislation applicable to Gyoza Gyoza operations. This policy describes how we manage any personal information we have about you.

### 2. What personal information about me does Gyoza Gyoza collect or hold?

If you are a customer or prospective customer, Gyoza Gyoza may collect or hold information received as a result of any dealing, transaction or interaction with you, including:

- Your contact details, such as name, address, phone numbers and email address;
- Any information you provide to us as a result of any dealing, transaction or interaction (for instance any feedback or requests for information); and
- Any information you submit for the purposes of joining any rewards program (or other such program) or collected as part of the administration of any such program.
- If you are a prospective franchisee, Gyoza Gyoza may collect or hold information relevant to becoming a franchisee, including:
  - Your contact details, including name, address, phone numbers and email address; and
  - Financial and other related information you submit to us as part of your application to become a franchisee.
- If you are an applicant for employment, Gyoza Gyoza may collect or hold information relevant to such employment, including:
  - Your contact details, including name, address, phone numbers and email address; and

- Employment and other information you submit to us as part of your application for employment (which includes any information contained in any resume you provide to us).

Gyoza Gyoza may also collect or hold other information you have provided to us as a result of any dealing, transaction or interaction with us which is not specified above. Gyoza Gyoza may also collect and hold statistical information regarding the use of our website which may include your computer's internet protocol address and the date and time of your visit.

If at any time you provide the personal information of another person to us then you must ensure that that person has read and understood this policy and separately consents to that personal information being used and disclosed by us for the above purposes.

### 3. What does Gyoza Gyoza do with my personal information?

- We use personal information about you:
- To assist in providing goods and services to you;
- To assist in responding to any requests you make to us;
- To communicate promotional offers and special events;
- To our internal administrative, marketing, planning, product development and research requirements;
- To process and assess applications received by us (for instance in selecting franchisee candidates or employment candidates);
- To administer any completed agreement and provide the services thereunder;
- To administer any rewards program (or such other program) which Gyoza Gyoza may decide to implement;
- For any purpose made known to you at the time of collection of your personal information.

Gyoza Gyoza may disclose the information collected to agents, promotional partners and employees of Gyoza Gyoza and/or franchisees of Gyoza Gyoza and/or their agents or employees but only for the purpose for which such information was collected. We may

At any time you may opt out of receiving any communications from us (other than as required for the operation of our business, eg regarding payment of your account).

If you do not wish to receive information about our or joint promotional partner and services from us, or you do not wish for us to use or disclose your personal information to third parties in order for them to market products and services to you, please let us know. Contact details are set out below. If you make such a request directly to us, we will give effect to the request within a reasonable period after the request is made.

In addition, you may follow the "opt out" or "unsubscribe" procedure provided in any of our marketing communications to request not to receive any further information and/or marketing communications from

us.

#### 4. Openness

You may request access to personal information we hold about you by writing to the Gyoza Gyoza Privacy Officer at the address below. Where we hold information that you are entitled to access, we will endeavor to provide you with a suitable range of choices as to how you access it (eg emailing or mailing it to you).

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request amendment of it. We will consider if the information requires amendment.

If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that you disagree with it.

Any questions about this policy, or any complaint regarding treatment of your privacy by us, should also be made in writing to the address below.

Our contact details are as follows:

Gyoza Gyoza Support Office

115-117 Little Bourke Street

Melbourne, Victoria, 3122

Phone: (03) 9663 0801

Email: [info@gyozagyoz.com.au](mailto:info@gyozagyoz.com.au)

#### 5. Miscellaneous

In this policy “personal information” has the same meaning as under the Privacy Act. References to “Gyoza Gyoza” are to Gyoza Gyoza Pty Ltd (ACN 106 297 394), Grill’d Franchising Pty Ltd (ACN 116 019 231) and Grill’d Leasing Pty Ltd (ACN 116 328 507).

This policy represents our policy as at 13 October 2014. We may change this policy from time to time. Although we intend to observe this policy at all times, it is not legally binding on Gyoza Gyoza in any way. From time to time we may regard it as necessary or desirable to act outside the policy. Gyoza Gyoza may do so, subject only to any other applicable contractual rights you have and any statutory rights you have under the Privacy Act or other applicable legislation.

## Cross-border transfers of personal information

The disclosure of information to the parties listed above may involve the transfer of your personal information to them in Australia or in the United States of America.

If we collect any personal information from you, you explicitly consent to this transfer and agree that we are not required to take steps to ensure that the overseas recipient of the information does not breach the Australian Privacy Principles in relation to that information, eg: we will be using

offshore data storage for backup and security.

## Security of personal information

Irrespective of whether personal information is stored electronically or in hard copy form, we take reasonable steps to protect the personal information we hold from misuse, interference, loss and unauthorised access, modification or disclosure.

If we hold personal information or sensitive information about you and we no longer need the information for any purpose for which the information may be used or disclosed by us under this Privacy Policy, and the information is not contained in a Commonwealth record, and we are not required by or under an Australian law, or a court/tribunal order, to retain the information, then we will take such steps as are reasonable in the circumstances to destroy the information or to ensure the information is de-identified.