

Privacy policy

General

Artisanal Holdings Pty Limited ACN 623 503 257 and its related bodies corporate (referred to in this document as **Artisanal, we, us** or **our**) may collect, use, store and disclose your personal information in accordance with this privacy policy.

Privacy Collection Statement

Generally, we collect personal information directly from you via your interactions with us. In some cases, we may collect your personal information through a third party who is acting on your behalf.

We collect, use, and disclose your personal information for the purposes of providing information, goods and services to you or someone else on your behalf, facilitating our internal business operations and providing you with information about other goods and services that may be of interest to you.

If you choose not to provide the personal information requested, or it's incomplete or inaccurate, we may not be able to provide you with the information, goods and services you are seeking.

We disclose your personal information to our workers, suppliers, manufacturers and distributors who assist us in operating our business and who have a need to know your personal information to do so, third parties to whom you have agreed we may disclose your information, or as otherwise required or authorised by law. Your personal information will also be disclosed to third party service providers who assist us in operating our business, some of whom are located overseas, such as Microsoft, Rackspace, Stripe, and DocuSign located in the US, CommerceBuild located in New Zealand and Canada, and Marketboomer who hold local offices across 12 different countries in Asia. Where possible, we seek to have all vendors store data on servers located in Australia, and we have taken reasonable steps to ensure these third parties have appropriate security for your personal information.

More detailed information is set out below about:

- the types of personal information we collect from you ('Types of information collected')
- the way we use and disclose your personal information ('Use and disclosure')
- how we secure your personal information ('Security')
- how you can access and correct that information ('Access and correction'); and
- how you can make a complaint about a breach of privacy ('Complaints and feedback').

If you would like to contact us about anything in this privacy collection statement, our contact details are set out below ('Complaints and feedback').

Collection

Types of information collected

We may collect and hold personal information about you (that is, information that can identify you) that is relevant to our functions and activities. Our primary function and activities are for or relate to the manufacture and supply of artisan bakery products. The kinds of information we collect from you depends on our relationship with you. For all individuals we deal with, we may collect your name and other information relevant to providing you with the information, goods and services you are, or someone else on your behalf is, seeking.

We are not likely to collect sensitive information about you unless you consent to the collection and it is reasonably necessary for the performance of our functions and activities, or otherwise required or authorised by law. Consent may be implied by the circumstances existing at the time of collection (such as if you voluntarily disclose sensitive information to us).

Method of collection

We will generally collect personal information directly from you through a variety of avenues, including via emails, phone, in person, credit application forms, our website and social media accounts, and via our surveys (where applicable).

Purpose of collection

The personal information we collect and hold about you depends on your interaction with us. Generally, we collect, use, and hold your personal information if it is reasonably necessary for or directly related to the performance of our functions and activities and for the purposes of:

- (a) providing information, goods and services to you or someone else on your behalf. Our goods and services primarily include the manufacture and supply of artisan bakery products;
- (b) facilitating our internal business operations, including:
 - (i) establishing our relationship with you;
 - (ii) assessing credit applications;
 - (iii) maintaining and managing our relationship with you and communicating with you in the ordinary course of that relationship;
 - (iv) the fulfilment of any legal requirements;
 - (v) analysing our business operations, goods and services with a view to developing new or improved goods and services or business operations;
 - (vi) assessing your application for employment;
 - (vii) contacting you to provide a review or testimonial for us or to fill out a survey for us; and
 - (viii) providing you with information about other goods and services that we or our related entities and other affiliated organisations offer that may be of interest to you. Where we use your personal information for this purpose, we will do so in compliance with the *Spam Act 2003* (Cth) and with the necessary consent.

Use and disclosure

Generally, we only use or disclose personal information about you for the purposes for which it was collected (as set out above). We may disclose personal information about you to:

- (a) our employees, volunteers, contractors and consultants (**workers**), agents, and other parties who require the information to assist us with facilitating our internal business processes, providing you with information, goods and services, and with establishing, maintaining, managing, or ending our relationship with you;
- (b) third party service providers who assist us in operating our business and providing you with information, goods and services (including distributors, insurers, IT and technology service providers, and professional advisers such as lawyers, accountants, and auditors) and these service providers may not be required to comply with our privacy policy;
- (c) third parties to whom you have agreed we may disclose your information or where the information was collected from you for the purposes of passing it on to the third party; and
- (d) any other entity as otherwise permitted or required by law.

We may expand or reduce our business and this may involve the sale and/or transfer of control of all or part of our business. Personal information, where it is relevant to any part of the business for sale and/or transfer, may be disclosed to a proposed new owner or newly controlling entity for their due diligence purposes, and upon completion of a sale or transfer, will be transferred to the new owner or newly controlling party to be used for the purposes for which it was provided.

Security

We store your personal information in different ways, including in paper and electronic form. The security of your personal information is important to us. We take reasonable measures to ensure that your personal information is stored safely to protect it from interference, misuse, loss, unauthorised access, modification, or disclosure, including electronic and physical security measures.

Personal information collected is hosted on third party data servers. Where possible, we seek to have all third party service providers store our data on servers located in Australia, but data may be stored on servers located outside Australia. We take reasonable steps to ensure any third party data storage suppliers we partner with have appropriate cyber and physical security controls in place.

Where personal information held by us is no longer necessary for our operations, we delete it or permanently de-identified, subject to specific laws in respect of data retention.

Access and correction

You may access the personal information we hold about you by making a written request. We will respond to your request within a reasonable period. We may charge you a reasonable fee for processing your request (but not for making the request for access). For security reasons, you will be required to put your request in writing and provide proof of your identity.

If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete, or out of date, please notify us immediately. We will take reasonable steps to correct the information so that it is accurate, complete and up to date.

If we refuse to correct your personal information, we will give you a written notice that sets out our reasons for our refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint.

Complaints and feedback

If you have any queries or concerns about our privacy policy or the way we handle your personal information, or you wish to make a complaint about a breach of the Privacy Act, the APPs, or a privacy code that applies to us please contact us using the details below and we will take reasonable steps to investigate the complaint and respond to you.

Address: 17 Fowler Road, Dandenong South, VIC, 3165

Email address: info@artisangroup.com.au

For more information about privacy in general, you can visit the Office of the Information Commissioner's website at www.oaic.gov.au.

If after this process you are not satisfied with our response, you can submit a complaint to the Office of the Information Commissioner, Australia. To lodge a complaint, visit the 'Complaints' section of the Information Commissioner's website, located at <http://www.oaic.gov.au/privacy/privacy-complaints>, to obtain the relevant complaint forms, or contact the Information Commissioner's office.

Changes and updates

We reserve the right to review, amend and/or update this policy from time to time. If further privacy legislation and/or self-regulatory codes are introduced or our privacy policy is updated, we will summarise any substantial modifications or enhancements in this section.

Last updated: 10 November 2023.