

## Privacy Policy – Farquhar Kitchens

### 1. Purpose

- 1.1. The Privacy Act 1988 (Cth) regulates the use of personal information through 13 Australian Privacy Principles (APPs).
- 1.2. Farquhar Kitchens Pty Ltd T/A Farquhar Kitchens (“**Farquhar Kitchens**”, “**we**”, “**us**” or “**our**”) is committed to ensuring that all personal information is protected from misuse, interference, loss, unauthorised access, modification and disclosure in accordance with the APPs.
- 1.3. This Privacy Policy sets out how we collect, hold, use, disclose, and manage personal information, as well as setting out your rights of individuals regarding personal information.

### 2. Scope

- 2.1. This Policy applies to all of Farquhar Kitchens’ dealings with individuals, including but not limited to clients, employees and contractors.

### 3. Definitions

- 3.1. For the purposes of this Policy:
  - 3.1.1. A reference to “**you**” or “**your**” means an individual person in respect of whom Farquhar Kitchens collects, holds, uses or discloses personal information.
  - 3.1.2. “**Farquhar Kitchens**” (and references to “**our**”, “**us**” or “**we**”) includes our successors and assigns or any person acting on behalf of and with the authority of us.
  - 3.1.3. ‘**personal information**’ is information or an opinion about an identified individual or an individual who is reasonably identifiable:
    - 3.1.3.1. whether the information or opinion is true or not;  
and
    - 3.1.3.2. whether the information or opinion is recorded in a material form or not.
  - 3.1.4. ‘**sensitive information**’ is information or an opinion about an individual’s:
    - 3.1.4.1. health information;
    - 3.1.4.2. racial or ethnic origin;
    - 3.1.4.3. political opinions;
    - 3.1.4.4. membership of a political association;
    - 3.1.4.5. religious beliefs or affiliations;
    - 3.1.4.6. philosophical beliefs;
    - 3.1.4.7. membership of a professional or trade association;
    - 3.1.4.8. membership of a trade union;
    - 3.1.4.9. sexual orientation or practices.

### 4. Personal Information – what do we collect?

- 4.1. We will only collect and share personal information for the purpose for which it was collected, where it is needed for legitimate business purposes or where there is a legal requirement to do so.
- 4.2. The personal information which we collect and hold will depend on how you deal with us and for what purpose.

- 4.3. The personal information collected and stored by us may include, but is not limited to:
- 4.3.1. Names;
  - 4.3.2. Addresses;
  - 4.3.3. Email addresses;
  - 4.3.4. Telephone numbers;
  - 4.3.5. Dates of birth;
  - 4.3.6. Payment details (such as your credit card or debit card details);
  - 4.3.7. Your photographic image(s), video(s) of you, or recording(s) of your voice;
  - 4.3.8. Documents relevant to proof of identity (such as a driver's licence or passport);
  - 4.3.9. Information about the products and services you have purchased, ordered, obtained or enquired about;
  - 4.3.10. Internet, digital and other technology information collected from accessing our website, including your IP address, the date and time that you have visited our website, referring URL, browsing habits, cart items, clicked links and activities, the referring website (if any) from which you accessed our website, location data (where enabled), technical information on your browser, device and operating systems, device type, dates and other information as permitted by your device settings;
  - 4.3.11. if you apply for a job opportunity with us, details about you as provided to us as part of your application for that job opportunity, including your employment history, education and previous work experience;
  - 4.3.12. if you are a contractor, information about your qualifications and experience relevant to your ability to provide services or products to our customers;
  - 4.3.13. other kinds of personal information as permitted or required by law;
  - 4.3.14. other personal information notified to you or requested at the time of collection.
5. **Personal information – how do we collect it?**
- 5.1. We will generally only collect personal information about an individual directly from individuals themselves.
  - 5.2. We may collect personal information from you when you:
    - 5.2.1. purchase, order, obtain or enquire about any of our products or services;
    - 5.2.2. use, browse or access our website;
    - 5.2.3. visit us in store (a retail showroom), including through the use of CCTV surveillance which also operates to capture public areas immediately proximate to our retail showrooms;
    - 5.2.4. contact us by telephone or email;
    - 5.2.5. we attend at your home or other agreed location to provide our products and/or services (for example, to provide an estimate for services, or to install a product);

- 5.2.6. subscribe to any of our direct marketing strategies by any means;
  - 5.2.7. interact with us on any of our social media platforms (including by direct message, uploading images of our products or services and tagging us, posting or commenting on social media);
  - 5.2.8. otherwise interact with any of our employees to use our services or purchase products;
  - 5.2.9. if you apply for a job with us;
  - 5.2.10. if you apply to provide services to us as an independent contractor;
  - 5.2.11. other means as communicated to you at the time of collection.
- 5.3. We may also collect personal information about you from someone other than you, including from:
- 5.3.1. through website analytics such as Google Analytics, relevant to your use of our website;
  - 5.3.2. our vendors, suppliers or contractors relevant to the provision of our services or products to you;
  - 5.3.3. law enforcement agencies;
  - 5.3.4. your employer, in circumstances where you are dealing with us on behalf of your employer;
  - 5.3.5. your parent or guardian (if you are under 18 years of age);
  - 5.3.6. your referees, employer or SAPOL as part of any employment checks in any application from employment that you may make;
  - 5.3.7. other third-party providers relevant to the provision of our services and products, for example authorised third-party software providers who manage our website and direct marketing strategies (webmail);
  - 5.3.8. other third parties as communicated to you.

## 6. Cookies

- 6.1. We (or our third-party providers) may also use files called "cookies" which may attach to your web browser when you use our website.
- 6.2. These files identify the browser so that our website can recognise you. You can set your browser to disable cookies, but our website may not work properly if you do this.
- 6.3. Cookies may result in the collection of anonymous information about your internet usage but does not allow this data to be matched to specific users.

## 7. Personal information – how do we use it?

- 7.1. Farquhar Kitchens may collect, use, hold and disclose your personal information for purposes which include:
  - 7.1.1. to provide you with our services or products, including processing of payment for our services or products;

- 7.1.2. to provide information to our vendors, contractors, suppliers or other third parties relevant to the services and products that we provide you. Where supplied to such third parties the information provided will only be sufficient for the third party to perform their services and may not be used by them for any other purpose and must be consistent with this Privacy Policy;
- 7.1.3. to provide information to our employees who need to know your personal information for the purpose of providing you with our services or products;
- 7.1.4. to provide you with access and use of our website, including the ability to enquire about our products or purchase our products;
- 7.1.5. to monitor the use of our website;
- 7.1.6. to understand what products and services you are interested in, based on your use of our website or social media;
- 7.1.7. for statistical purposes and to help us understand how to make our website more available and user friendly and to measure the success of any promotional, advertising and marketing activities (including our direct marketing strategies);
- 7.1.8. for loss prevention and management;
- 7.1.9. to investigate allegations of dishonesty offences or other criminal conduct;
- 7.1.10. to make reports to law enforcement agencies of suspected dishonesty offences, criminal conduct or other breaches of civil or criminal law;
- 7.1.11. to ensure retail showroom safety, investigating injuries, or incidents in our retail showrooms;
- 7.1.12. to manage our sales processes and business operations, including staff training, managing customer complaints relevant to your dealings with us, and employee management processes.
- 7.1.13. to assess your suitability for employment or to provide services to us as a contractor;
- 7.1.14. to enforce our rights, including in respect of legal proceedings or foreshadowed legal proceedings;
- 7.1.15. for the purpose of seeking professional advice (including legal advice or tax advice);
- 7.1.16. other uses as permitted or required by law, including to participate in investigations undertaken by legal enforcement agencies (like SAPOL or the Australian Federal Police);
- 7.1.17. other purposes notified to you at the time of collection.
- 7.2. Except as detailed in this Privacy Policy or where we consider necessary for the supply of our goods and services, we do not otherwise share, give, sell, rent, or lease personal information to third parties.
- 7.3. We will not supply personal information collected from the use of our website to advertising companies or individual advertisers.
- 7.4. We will not release your personal information for any purpose which you could reasonably expect us not to release the information.

**8. Personal information – how do we store and secure it?**

- 8.1. We may store personal information in hard copy, in which case it will be held in Adelaide, South Australia.
- 8.2. Your personal information may be stored electronically on our IT systems, or the IT systems of our contractors or service providers (including third party cloud technology provided). Your personal information will be accessed only by authorised personnel or contractors.
- 8.3. Our IT servers and systems are based in Adelaide, South Australia. Your personal information may be held on our IT servers, located in Adelaide, South Australia, alternatively, it may be stored in any State or Territory of Australia or in an offshore location(s), and may be accessed in other States or Territories by us.
- 8.4. Where your personal information is stored or processed by a third-party provider, that may result in data storage outside of Australia. It is not practicable for us to specify in advance which country will have jurisdiction over this type of offshore activity. However, all of our contractors and providers are required to comply with the Privacy Act in relation to the transfer or storage of personal information overseas.
- 8.5. When making a transaction through our website, your personal information will pass through a secure server using SSL (secure sockets layer) encryption technology. The encryption process ensures that your personal information can not be read by or altered by outside influences.
- 8.6. We store personal information for as long as is necessary to fulfil the purpose for which it was collected and otherwise as required at law.
- 8.7. We will maintain security safeguards to protect personal information and will take all reasonable steps to ensure that your personal information is not disclosed to any unauthorised person or entity.
- 8.8. We will take all reasonable steps to ensure that your personal information held by us is accurate, up-to-date, complete, applicable, is not misleading and will only be used for the purposes stated in this Privacy Policy.

**9. Personal information – how can you access your personal information?**

- 9.1. An individual can request access to their personal information held by Farquhar Kitchens.
- 9.2. Farquhar Kitchens will facilitate your access to your personal information in accordance with the Privacy Act and Farquhar Kitchens obligations at law.
- 9.3. A request to access personal information must be made in writing to:

**Attention: Privacy Officer**  
By email: [info@farquhar.co](mailto:info@farquhar.co)  
Or, by post: PO Box 120, Lonsdale, 5160

- 9.4. We may ask that you verify your identity in order to help us respond to your request.
- 9.5. We will endeavour to deal with and respond to your request as soon as possible.
- 9.6. If Farquhar Kitchens refuses access to personal information, reasons will be given as to why that decision was made. For example, access will not be allowed where it would have an unreasonable impact on the privacy of others
- 9.7. If you are provided access to your personal information as held by us, you have the right to have any inaccuracies in the same corrected by us.

**10. Collection and use of sensitive information**

- 10.1. Farquhar Kitchens will not collect sensitive information unless required or authorised by law, or with an individual's consent.
- 10.2. An example of when we might collect sensitive information about you may include if you have a health condition and you disclose this to us for the purpose of us providing tailored kitchen products and services to you.
- 10.3. Any collection of sensitive information will be in accordance with this Privacy Policy and any additional requirements in the Privacy Act.

**11. Use of our website/Interacting with us on social media**

- 11.1. By using our website or otherwise interacting with us on social media, you agree to this Privacy Policy, and our separate [Website Terms and Conditions of Use](#)
- 11.2. If you access and use our website or other online platform (for example, social media) you may be offered an option to click to link to other websites or social media accounts operated by entities outside of the Farquhar Group Ptd Ltd, but which provide services and products relevant to our services and products.
- 11.3. This Privacy Policy only applies to our websites and social media accounts. Other third party websites should maintain their own privacy policy with respect to your use or access of their website (and/or social media), and we are not responsible for any third party's privacy policy.

**12. Consent to direct marketing**

- 12.1. In addition to the purposes at paragraph 7, we may use your personal information to contact you to inform you about our products and services, including any promotions or offers that may interest you, including by adding you to our Mailing List.
- 12.2. By providing your personal information to us under this Privacy Policy, you consent to us communicating with you for the purpose of direct marketing.
- 12.3. Our direct marketing communications will predominantly be by email, but may also be by other means, for example text message or telephone.
- 12.4. You may opt out of our direct marketing communications at any time, including by email (unsubscribing by clicking the "unsubscribe" button) or otherwise contacting us at:

**Attention: Marketing Team**  
By email: [info@farquhar.co](mailto:info@farquhar.co)  
Or, by post: PO Box 120, Lonsdale, 5160

**13. Updates to this Privacy Policy**

- 13.1. We may update this Privacy Policy from time to time, including to ensure it remains compliant with our legislative obligations.
- 13.2. Our Privacy Policy (including any updates) is available:
  - 13.2.1. Online through our website at:

<https://farquhar.kitchen/site-terms-conditions-of-use-and-privacy-policy/>

13.2.2. Printed in our retail showrooms.

13.2.3. By contacting our Privacy Officer at:

**Attention: Privacy Officer**

By email: [info@farquhar.co](mailto:info@farquhar.co)

Or, by post: PO Box 120, Lonsdale, 5160

#### 14. Making a complaint or questions

14.1. Concerns regarding Farquhar Kitchens' use of personal information should be put in writing to us:

**Attention: Privacy Officer**

By email: [info@farquhar.co](mailto:info@farquhar.co)

Or, by post: PO Box 120, Lonsdale, 5160

14.2. We may ask that you verify your identity in order to help us respond to your complaint.

14.3. Farquhar Kitchens will investigate and seek to resolve all concerns and complaints in a timely manner.

#### 15. Further information about your privacy

15.1. The Office of the Australian Information Commissioner manages compliance with the APPs and the Privacy Act.

15.2. Further information is available about our obligations and how we are required to manage your personal information is available by contacting the Office below:

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

15.3. If we cannot resolve a complaint made to us, then you may refer your complaint to the Office of the Australian Information Commissioner.