

SOWELU INVESTMENTS Pty Ltd

Trading as

The Pizza & Pasta Kitchen / Claudia Road Café

Privacy Policy

When you interact with The Pizza & Pasta Kitchen / Claudia Road Café, you trust us with your information and expect us to protect and use it appropriately. We take privacy seriously and are committed to keeping that trust. That starts with helping you understand our privacy practices.

This policy describes the information we collect, how it is used and shared, and your choices regarding this information.

The Pizza & Pasta Kitchen / Claudia Road Café (referred to as “we”) are committed to protecting the privacy of Personal Information in accordance with the Australian Privacy Principles contained in the Privacy Act 1988. This Privacy Policy sets out the way we handle Personal Information and includes information on how we collect, use, disclose, keep secure and provide you with access to your Personal Information, The Pizza & Pasta Kitchen / Claudia Road Café smart device application or other means. This policy applies to users of The Pizza & Pasta Kitchen / Claudia Road Café services.

What Personal Information do we collect?

Examples of Personal Information we may collect from you includes your name, address, date of birth (age), gender, home address, email address, telephone number, occupation, menu

preferences, previous order information, IP address, credit card details, individual interests, preferences, tastes, purchasing behaviour, education details, employment history and other information relating to your work experience. We may also collect an opinion (including information or an opinion forming part of a database, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion). Those are just a few examples so please review this Privacy Policy closely and let us know if you have any queries.

We do not collect Sensitive Personal Information, which includes information about racial or ethnic groups or religious beliefs, without your express consent or as otherwise required by.

How do we collect Personal Information?

The term “Personal Information” means any information that can be used to personally identify you.

We collect your Personal Information in a number of ways. We may collect your Personal Information directly from you or in the course of our dealings with you, for example:

- Information that you provide to us, such as your name
- Information when you use our services, such as your purchase history

We will only collect Personal Information from you that we reasonably require for one or more of our business functions or activities and will do so in accordance with the Australian Privacy Principles.

The kinds of Personal Information we may collect from you will depend on what type of interaction you have with us. We may collect Personal Information from you in the following ways:

- When you participate in a promotion, competition, promotional activity, survey, market research or customer behavioural activity
- When you subscribe to our mailing list or interact or follow our social media pages including Facebook, and Instagram
- When you download or use a The pizza & Pasta Kitchen App
- We collect information about how you interact with our services. This includes information such as access dates and times, app features or pages viewed, app crashes and other system activity
- When you provide us with Personal Information when you place an order in store, by telephone or via our mobile or electronic ordering system
- If you use social media, any information that you allow the social media site to share with us
- If you provide feedback and opinions about our products and services through any channel

- If you are applying for a position with The Pizza & Pasta Kitchen / Claudia Road Café, we will collect information as outlined in the section below titled “Employment Applications”
- By accessing a website or mobile application via links in an email we have sent and/or by accessing a website or mobile application where you have identified yourself, you consent to the collection of such information where it is Personal Information. We may combine your anonymous or personal visitor session information or other information collected through tracking technologies with other Personal Information collected from you from time to time in order to understand and measure your online experiences and to determine what products, promotions and services are likely to be of interest to you.
- Depending on your app settings or device permissions, we may collect your precise or approximate location information as determined through data such as GPS, IP address and WiFi.
- We may collect transaction details related to your use of our services, including your order details, date and time the service was provided, amount charged, and payment method
- We may also collect Personal Information through cookies and other identification technologies, please refer to “Cookies and Web Beacons” section below.
- Public databases
- If you use our ‘store locator’

- If you use The Pizza & Pasta Kitchen App and have location services enabled, your most recent location each time you open the app will be cached. Previous locations are trashed, but each app open is stored.
- We may use CCTV in or around The Pizza & Pasta Kitchen / Claudia Road Café businesses to investigate any type of incident and protect our personnel. We will restrict access to any footage.

The Pizza & Pasta Kitchen / Claudia Road Café may combine the information collected from these sources with other information in its possession.

In some circumstances, we may collect Personal Information from third parties such as credit reporting agencies or marketing agencies. Where we do, we will ensure that we act in accordance with relevant Australian laws.

Cookies and web beacons

As you navigate through our websites or smart device applications, certain information can be passively collected (by us or our vendors) using various technologies such as cookies, internet tags or web beacons, and navigational data collection (log files, server logs and clickstream data). Using “cookies” enables us to collect data regarding your personal preferences, including what products you have ordered, at what times and in what amounts, the pages you have visited in what order and so forth. This enables us to recognise you as a specific customer and to help us and our third-party service providers present targeted and customised advertising to you. If you do not wish

to receive cookies, you can change your browser settings such that your device does not accept cookies or please contact us. However, please note that certain areas of The Pizza & Pasta Kitchen / Claudia Road Café website or The Pizza & Pasta Kitchen App may only be accessed in conjunction with cookies.

Third-party links

The websites may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control, endorse or make representations about these third-party sites and are not responsible for their privacy statements. When you leave our websites, we encourage you to read the privacy notice of every website you visit. If you choose to give Personal Information to unrelated third parties it will not be covered by this Privacy Policy.

Summary:

The Pizza & Pasta Kitchen / Claudia Road Café may use cookies and other identification technologies on our app, websites, emails, and online ads for purposes described in this policy.

A “cookie” is a small text file that is stored on your browser or device that can identify you as a unique customer and store your personal preferences.

On our online services, we may also have providers of other services like apps, tools, widgets and plug-ins (for example Instagram “Like” features), which may also use automated methods to collect information about how you use these

features. These organisations may use your information in line with their own policies.

Employment applications

We collect Personal Information when you interact with us with regards to employment.

Examples of when we collect Personal Information includes when you apply for a position with us, complete an employment form for us, contact us in respect to an employment opportunity, visit our website, social media channels or mobile applications.

In considering your application, we may also obtain Personal Information about you from third parties. For example, from your previous employers, recruitment agencies, nominated referees, government agencies and regulatory authorities. Subject to your consent, we may also collect Sensitive Personal Information about you such as information about your health (including any disability), any criminal record, if it is relevant to the role that you are applying for.

We collect Personal Information for a variety of purposes, including but not limited to any one or more of the following purposes: verifying your identity, communicating with you, assessing you for a position with us or one of our related entities and storing your information for future employment opportunities.

If you do not provide us with the information we request, we will be unable to do one or more of the above.

We may disclose your information to; referees or previous employers, recruitment agencies or agencies or contractors acting on our behalf, our related entities, law enforcement agencies to verify whether you have a criminal record or educational organisations to the extent necessary to verify your qualifications.

If we engage third party contractors to perform services for us which involves handling Personal Information, we will take reasonable steps to prevent the contractor from using the Personal Information except for the purpose for which it was supplied.

We will hold your Personal Information for future job opportunities with us, unless you tell us not to.