

## Privacy Policy

TokyoTaco is committed to respecting your personal information. Our privacy policy sets out how we collect, use, store and disclose your personal information. When you use our Websites Apps, or provide your personal information to us, you consent to your personal information being collected, held, used and disclosed as set out in our privacy policy.

### **Information we collect and hold**

TokyoTaco collects personal information about you in a number of ways, including when you:

- use our websites (including [www.tokyotaco.com.au](http://www.tokyotaco.com.au)), social media pages, and internal websites or intranet (Website);
- use our mobile and tablet Apps (Apps); and
- interact with us and provide personal information by any other means, including either physically or electronically,

### **Collection Channels**

Personal information that TokyoTaco collects and holds may include your name, email address, delivery address, date of birth, phone number, payment method, social media handles, photographs of you and other identifying information you choose to provide via a particular Collection Channel.

When you use a website or App, we may also collect personal information about you in the following general categories:

- Location information: If you permit an App to access location services in your settings, then we collect your device location App to deliver your order or to send you alerts.
- Transaction information: We collect your transaction details when you place an order via a website or App, including the products you have ordered, the date and time of your order, the amount charged and your loyalty entitlements.
- Usage and preferences: We collect information about how you interact with our websites or Apps, including the pages you visit, your preferences and the settings that you choose. We do this through cookies and other similar technology.
- Device information: We collect information about your device, such as the hardware model, operating system, preferred language, unique device identifier and mobile network.
- Employee information: If you are a job applicant, an employee in one of our restaurants or our corporate offices, or a former employee, and use a website or App, we collect information about the training modules you have completed, the forms you have submitted, the approvals you have given or received, and other similar information related to your job.
- Other information: We also collect and log information such as your IP address, access dates and times, browser type and pages visited when you interact with a website or App.

We also collect personal information about you from third parties, including when:

- you choose to create an account or register for a product or service via a website or App using a social media platform (e.g., Facebook®);



- you have consented to a third party disclosing your personal information to us (e.g., when you enter a competition or promotion run by us or a third party for us); and
- it is otherwise lawful for a third party to disclose your personal information to us.

We also collect personal or anonymous information about you from other sources and sometimes combine that information with other information collected from you or from third parties for the purposes disclosed in this privacy policy.

#### **Active information collection**

TokyoTaco may collect your personal information via our Collection Channels when you:

- purchase a product or make a booking through a website or App;
- participate in any offers, marketing activities, loyalty or rewards program or promotional activities;
- contact us or provide us with personal information directly via any medium including a website or App, SMS or other message service and email, social media platforms, mail, telephone or in person;
- interact with a website or App for a specific purpose;
- browse a website or App generally;
- sign-up to, or register an account via any Collection Channel; or
- apply for employment with TokyoTaco.

#### **Purposes for which TokyoTaco collects, holds, uses and discloses personal information**

We collect, hold, use and disclose your personal information for our primary purposes, including:

- for the purposes stated on a particular Collection Channel;
- to maintain and improve the functionality of a website or App;
- to fulfil obligations in respect of any sale and purchase contract and/or any other contract between you and TokyoTaco;
- to manage your orders or facilitating payment
- to send you any technical, administrative or legal notices important to our Websites and Apps;
- to provide you with information about your transactions and loyalty entitlements;
- to provide marketing materials and information about our products and services, events, special offers, competitions and/or promotions, or to request your feedback for promotional purposes;
- to respond to customer enquiries or complaints;
- to manage your employment or process your application for employment with TokyoTaco and to facilitate effective employment practices;
- to obtain opinions or comments about products and/or services and to conduct other market research and development (including to record statistical data for marketing analysis);
- to enter you into and administer promotions;
- to provide, maintain and improve our products and services;



- to customise a website or App based on your preferences;
- to allow you to use a website or App;
- to share with trusted third parties including professional service providers, our related bodies corporate, our franchisees, our suppliers and our promotional partners and other trusted third parties (and their directors, servants and agents) and;
- to share with your social media communities, to the extent allowed by you.

#### **Platform permissions**

Mobile platforms such as iOS and Android may define certain types of information or data that our Apps cannot access without your consent. Each platform has its own permissions system for obtaining your consent. For example, the iOS platform may alert you the first time an App wants your permission to access certain types of data (e.g., location services) and will provide you option to consent to that request. Android devices may notify you of the permissions that an App seeks before you first use the App and your subsequent use of the App constitutes your consent. You can usually manage your platform level permissions via the Settings section on your device. For more information, please contact your device provider or refer to the user manual for your device.

#### **Privacy Policy**

TokyoTaco's privacy policy contains information about how you can access and correct your personal information, how you can lodge a complaint regarding the handling of your personal information and how any complaint will be handled by TokyoTaco Holdings Pty Ltd. You may contact TokyoTaco with any queries via post at; TokyoTaco Holdings Pty Ltd, PO Box 3508 Putney NSW 2112 Australia.

#### **Sharing your personal information**

TokyoTaco recognises the trust with which you provide personal information, and except as stated in this privacy policy, your information will not be used or disclosed for any other purposes without your consent. However, TokyoTaco reserves the right to use or disclose any information, including personal information, as needed to satisfy any law, regulation or legal request, to protect the rights or property of TokyoTaco, any member of the TokyoTaco team, or any member of the public, to protect the integrity of a website or App, to fulfil your requests, or to cooperate in any law enforcement investigation or an investigation on a matter of public safety.

#### **Security of personal information**

TokyoTaco will endeavour to take all reasonable steps to protect your personal information. All information is passed through to a secure server using encryption technology and stored on secure servers that are protected in controlled facilities, which in some cases may be overseas. TokyoTaco employees and data processors are obliged to respect the confidentiality of any personal information held by TokyoTaco. However, TokyoTaco and its subsidiaries cannot guarantee the security of your personal information and will not be held responsible for events arising from unauthorised access to personal information beyond TokyoTaco's reasonable control.





### **Changes to our privacy policy**

From time to time, it may be necessary for TokyoTaco to change this privacy policy without notice. We will post any changes to this privacy policy on our Websites and Apps.

### **Sale of the Company**

If TokyoTaco merges with, is acquired by another company, or sells all or a portion of its assets, your personal information may be disclosed to our advisers and any prospective purchaser's adviser and may be among the assets transferred. However, your personal information will always remain subject to this privacy policy.

### **Contact Us**

If you have any questions about our privacy policy, or any problems or complaints about how we have collected, used, stored, handled and/or disclosed your personal information, please contact us at:

#### **Mail:**

Re. Privacy Policy

**TokyoTaco Holdings Pty Ltd**

PO Box 3508

Putney NSW 2112

Australia

Please allow 30 days for this request to be processed. If you do not receive a satisfactory response from TokyoTaco to your query, problem or complaint within 30 days of TokyoTaco receiving your mailed, you may refer your query, problem or complaint to the Office of the Australian Information Commissioner via the contact details listed at <https://www.oaic.gov.au/about-us/contact-us/>.



Web: [www.tokyotaco.com.au](http://www.tokyotaco.com.au) ABN: 95 651 011 308

