

Big Mouth Foods Pty Ltd

Privacy Policy

About this Policy

Big Mouth Foods Pty Ltd is committed to protecting the privacy of any personal information held about individuals in accordance with the applicable laws. "Personal information" is information about an identifiable individual, or an individual who is reasonably identifiable, as defined by applicable law. Big Mouth Foods Pty Ltd has implemented measures to comply with its obligations under the relevant Australian privacy laws.

This policy applies to Big Mouth Foods Pty Ltd Pty Ltd (ABN 946 011 505 01) and its subsidiaries ("we" "us" or "our"), and describes the way that Big Mouth Foods Pty Ltd collects, holds and discloses personal information about individuals. This policy forms part of our Terms and Conditions for use of this website and other websites operated by us, which you should also read.

Privacy statements in relation to our websites and in relation to calls received by our Consumer Enquiries line are also incorporated into this policy.

Why does Big Mouth Foods Pty Ltd collect my personal information?

Big Mouth Foods Pty Ltd collects and holds your personal information to allow it to perform its business functions. For example, Big Mouth Foods Pty Ltd may collect your personal information to enable you to participate in a Big Mouth Foods Pty Ltd promotion, for the uses listed below or to allow Big Mouth Foods Pty Ltd to market its current and future products and services to you.

What personal information does Big Mouth Foods Pty Ltd hold?

During the course of our business, we may collect personal information from you. If you are a customer of a Big Mouth Foods Pty Ltd distributor or franchise owner, we may also collect information about you from the distributor or franchise owner.

The types of personal information Big Mouth Foods Pty Ltd collects will depend on the nature of your dealings with Big Mouth Foods Pty Ltd and may (but does not always) include:

- Your name;
- Gender;
- Date of birth;
- Address;

- Personal and/or work contact details (including phone/fax number/email address, business name and authorised representative name and contact details, address);
- Your product preferences and purchase history;
- Any information about you which you provide through promotions, competitions or customer surveys; and/or
- Payment details (e.g. credit card number).

If necessary, Big Mouth Foods Pty Ltd may also ask you to provide it with additional personal information from time to time, including when you call our Consumer Enquiries line.

What if you don't provide Big Mouth Foods Pty Ltd the personal information it requires?

If you can't, or won't, provide Big Mouth Foods Pty Ltd with the personal information it reasonably requires, Big Mouth Foods Pty Ltd may be unable to provide you with the information, goods or services you have requested.

How does Big Mouth Foods Pty Ltd collect my personal information?

Big Mouth Foods Pty Ltd tries to collect personal information directly from you. That collection generally occurs when you:

- Request information from, or have dealings directly with Big Mouth Foods Pty Ltd or one of its related companies;
- Participate in a competition or trade promotion conducted by Big Mouth Foods Pty Ltd or one of its related companies;
- Participate in a survey conducted by Big Mouth Foods Pty Ltd or one of its related companies;
- Make a purchase from a website operated by Big Mouth Foods Pty Ltd or one of its related companies;
- Access or request information from Big Mouth Foods Pty Ltd's website or the website of one of its related companies; or
- Provide information to Big Mouth Foods Pty Ltd's customer service.

In some circumstances however, Big Mouth Foods Pty Ltd may also collect your personal information from other entities covered by this policy or third parties (including Big Mouth Foods Pty Ltd distributors or franchise owners), but where it does so, it will ensure that it acts in accordance with relevant privacy laws.

Big Mouth Foods Pty Ltd will such take steps as are reasonable in the circumstances (if any) to ensure that you are aware of the purposes for which it collects your personal information. Such notification may be from a Big Mouth Foods Pty Ltd distributor or franchise owner where your information is collected (for disclosure to, or on behalf of, Big Mouth Foods Pty Ltd) by such an entity.

How does Big Mouth Foods Pty Ltd use my personal information?

Big Mouth Foods Pty Ltd uses your personal information for the purpose for which it was collected, including (but not limited to):

- Providing you with the Big Mouth Foods Pty Ltd goods or services you request;
- Promoting and marketing Big Mouth Foods Pty Ltd's current and future products and services (including to you);
- Informing you of upcoming events, special promotions and offers, discounts and other matters which Big Mouth Foods Pty Ltd considers may be of interest to you;
- Conducting research (including but not limited to client surveys) concerning Big Mouth Foods Pty Ltd's current and future products or services;
- Administering, reviewing and optimising the performance of Big Mouth Foods Pty Ltd's distribution network (including allocating customers to distributors/franchise owners) and improving the effectiveness of any software used by the distribution network; and
- Improving the operation or navigation of Big Mouth Foods Pty Ltd's website.

Big Mouth Foods Pty Ltd may also use your personal information for other purposes which are related to those listed above and which will be made clear to you at the time Big Mouth Foods Pty Ltd collects that information, or for such purposes as may be required or permitted by law.

If Big Mouth Foods Pty Ltd uses your personal information for direct marketing purposes, all correspondence sent to you by Big Mouth Foods Pty Ltd will give you the opportunity to "opt out" of receiving any further direct marketing correspondence. If we use your personal information to send you any direct marketing communications, you have the right to request that we provide you with the source of that personal information. There is no fee for requesting this information. Unless it is impracticable or unreasonable to do so, we will provide you with the source of the personal information.

Big Mouth Foods Pty Ltd Consumer Enquiries Privacy Statement

Calls to Big Mouth Foods Pty Ltd (**Calls**) may be recorded for quality, training and verification purposes. Even if your Call is not recorded, in addition to the information set out in the rest of this Privacy Policy, Big Mouth Foods Pty Ltd Consumer Enquiries may collect personal information that you provide during the Calls. In relation to personal information provided during Calls, Big Mouth Foods Pty Ltd collects, uses and discloses personal information in the following ways:

- **Customer Service:** Big Mouth Foods Pty Ltd may use the personal information you provide during Calls to assist in answering your query or addressing your complaint. This may include using information you provide to contact you following the Call in response to your query or complaint.
- **Quality:** If your query or complaint relates to the quality of products or services provided by a Big Mouth Foods Pty Ltd stockist or distributor then the personal information may be used to address

that issue with the stockist or distributor in question. Generally, it will not be necessary to identify you when the complaint is raised with the stockist and distributor. If it is necessary, we will seek your consent first.

- **Training:** Big Mouth Foods Pty Ltd may use the recording of the telephone conversation for internal training purposes.
- **Verification:** If you have a complaint in relation to the quality of Big Mouth Foods Pty Ltd products then Big Mouth Foods Pty Ltd may retain the recording of the telephone conversation for verification purposes. Big Mouth Foods Pty Ltd may also disclose the recording to third parties, including its professional advisors, in order to address the complaint or any action you may take in relation to the complaint.

Will Big Mouth Foods Pty Ltd give your personal information to anyone else?

In providing you the information, goods or services you request, Big Mouth Foods Pty Ltd may be required to disclose your personal information to:

- Big Mouth Foods Pty Ltd's related companies;
- Big Mouth Foods Pty Ltd's consultants, contractors and service providers performing services including (but not limited to) promotions agencies, advertising agencies, legal and accounting services, credit reporting, mail-house, transport, prize providers, marketing, data analysis and processing and printing services; and/or
- Big Mouth Foods Pty Ltd distributors/franchise owners.

which may operate or hold data in Australia or in overseas countries. If Big Mouth Foods Pty Ltd provides your personal information to such a party, Big Mouth Foods Pty Ltd generally requires the third party to protect your personal information in the same way Big Mouth Foods Pty Ltd does. Please note that Australian law may not apply to some of these entities.

Big Mouth Foods Pty Ltd may also disclose your personal information to other third parties where it is required or permitted to under any applicable law.

Is my personal information secure?

Big Mouth Foods Pty Ltd takes reasonable steps to ensure personal information it holds about you is protected from risks such as misuse, interference, loss and unauthorised access, use, destruction, modification or disclosure.

No data transmission over the internet is totally secure. As a result, any personal information you send to Big Mouth Foods Pty Ltd over the Internet (including via email) is sent at your own risk.

Your rights of access and correction

The accuracy of your personal information is important. Big Mouth Foods Pty Ltd takes reasonable steps to ensure personal information it holds about you is accurate, complete, up-to-date, relevant and not misleading. If you believe that any personal information Big Mouth Foods Pty Ltd holds about you is incorrect, please contact us on +61 2 9699 8654 or info@bigmouthsushi.com.au. You have a general right to access the personal information Big Mouth Foods Pty Ltd holds about you. You may contact us on +61 2 9699 8654 or info@bigmouthsushi.com.au to request details of your personal information. Big Mouth Foods Pty Ltd can deny your request in some circumstances and if it does so, will provide you with written reasons for that denial. We will take reasonable steps to give access in a way that meets both Big Mouth Foods Pty Ltd's needs and your needs.

While there is no fee for requesting access to the personal information Big Mouth Foods Pty Ltd holds about you, Big Mouth Foods Pty Ltd reserves the right to charge a reasonable fee for the preparation and provision of that information to you.

You also have the right to request the correction of personal information which Big Mouth Foods Pty Ltd holds about you. You may do so at any time by contacting us on +61 2 9699 8654 or info@bigmouthsushi.com.au. Big Mouth Foods Pty Ltd does however reserve the right to refuse to correct your information in some circumstances. If Big Mouth Foods Pty Ltd refuses to correct any personal information about you, and subsequent agreement cannot be reached between the parties on this issue, you may request that a note or statement regarding the correction requested be attached to your personal information. We will not charge you a fee for requesting a correction to your personal information, correcting that information or for attaching a statement to your personal information (as relevant).

Even if you don't submit such a request, if we are satisfied that, having regard to the reasons for which we hold your personal information, that personal information is inaccurate, incomplete, out-of-date, irrelevant or misleading, we may take reasonable steps to correct that information.

Changes to this Privacy Policy

Big Mouth Foods Pty Ltd reserves the right to change this Privacy Policy from time to time. If Big Mouth Foods Pty Ltd changes this Privacy Policy, it will post a copy of the updated policy on this website and your continued use of this website or interactions with Big Mouth Foods Pty Ltd or a distributor or franchise owner following that posting will constitute your acceptance of the terms of the updated policy.

How do I obtain more information or lodge a privacy complaint?

If you:

- Require further information regarding this Privacy Policy or any other steps Big Mouth Foods Pty Ltd has taken to protect your personal information or privacy;
- Have any concerns or a complaint regarding Big Mouth Foods Pty Ltd's privacy practices or its management of your personal information; or
- Consider that we have breached the APPs,

please contact us on +61 2 9699 8654 or info@bigmouthsushi.com.au.

We acknowledge and take very seriously every privacy query and complaint that we receive. Big Mouth Foods Pty Ltd will endeavour to respond to you within 20 business days.