



NOODLE BOX PRIVACY POLICY

1. Policy statement

From time to time, Noodle Box may be provided with Personal Information. Noodle Box takes its obligations to protect this information very seriously.

This Privacy Policy describes how Noodle Box deals with information collected through its restaurants (through both loyalty programmes and other offers), and through services available on our web site, face book page, and other media, through in-restaurant promotions or via direct contact with Noodle Box. However, there may also be specific and additional privacy and consent provisions that apply in certain circumstances.

Noodle Box is bound by the Privacy Act (1988) (Commonwealth). The Privacy Amendment Act 2000 governs the collection, use and storage of personal and/or sensitive information, including written and verbal information.

The Australian Privacy Principles (APP) set out the obligations that businesses must comply with and these are incorporated into the following guidelines to ensure compliance with the appropriate legislation.

If you have any questions about our Privacy Policy, have any complaints or questions about privacy, or would like to access your Personal Information, please contact us at:

Noodle Box Pty Ltd
13A/663 Victoria Street
Abbotsford VIC 3067

(03) 8851 4200

www.noodlebox.com.au

marketing@noodlebox.com.au

2. Collection of Personal Information

Noodle Box collects several types of information, including "Personal Information".

"Personal Information" is information which identifies you as an individual or which renders you reasonably identifiable. Personal information that may be collected includes:

- a) Contact information, such as your name, address, date of birth, telephone number and email address;
- b) Information regarding your experiences with our services;

c) The contact details of third parties (which will be collected in accordance with this Privacy Policy).

Noodle Box will only collect necessary information, collect fairly, and do what is reasonable to give people notice about the collection (whether collecting from the person or from someone else).

Personal information will not be collected by any individual who is known by Noodle Box to be under the age of 18, without the consent of a parent or guardian.

You may remain anonymous, however this may not be possible depending on the circumstances (eg. where a guest is placing an order).

Noodle Box collects Personal Information through the following channels:

- a) Its restaurants (through both loyalty programmes such as Noodle Crew and other offers);
- b) Our Website or Mobile Application (such as through purchasing a product or making a booking);
- c) Participation in any offers, marketing activities and promotional activities;
- d) Contacting Noodle Box directly via any medium, such as submitting comments, questions or suggestions to our Guest Service Department.
- e) Our Face Book page and other social media.

3. Noodle Box's use of Personal Information

Except as set out in this Privacy Policy, or allowed in accordance with the APPs, Noodle Box will only use Personal Information in ways that:

- a) Are related to the reason it was collected (eg. promotion or competition);
- b) You would reasonably expect to happen (eg. contacting a guest by phone to clarify their order);
- c) You have consented to;
- d) To provide marketing and promotional materials to individuals where you have consented to information being used for direct marketing, or where you have a reasonable expectation that Noodle Box would use the information for marketing;
- e) In the event you submit a franchise enquiry, for a reasonable period thereafter, in order to notify you of any similar opportunities that may become available; and
- f) If there is a reasonable suspicion that an unlawful activity has occurred or to protect the health and safety of any person;

If you do not wish to receive any further communications from us, please let us know by contacting us on the contact details set out in Item 1 (Policy Statement) above.

Sensitive information

Noodle Box will not use sensitive information for direct marketing. Sensitive information will only be collected and used to serve your particular needs.

4. Disclosure of personal information

Noodle Box will only disclosure personal information as set out in this Privacy Policy and in accordance with the APPs, including:

- a) To our advisor's;
- b) With your consent;
- c) At your request request, for example, to an accountant, lawyer or relative;
- d) As an asset of Noodle Box, in conjunction with the sale to a third party of our company or a portion of our assets. Any personal information disclosed will be subject to the protection in the APPs;
- e) To a service provider for the purpose of running specific loyalty offers, competitions and other promotional activities, directly related to Noodle Box;
- f) To any of Noodle Box's related companies, its Franchise Partners, and suppliers;
- g) To satisfy any law, regulation or legal request, to protect the rights or property of Noodle Box.

5. Disclosure of Personal Information to overseas recipients

In some cases, Noodle Box may disclose personal information to overseas recipients, including but not limited to master franchisees and potential master franchisees. Overseas recipients will be obliged to respect confidentiality of any personal information held by Noodle Box.

6. Security of personal information

Noodle Box will endeavour to take all reasonable steps to keep personal information safe when it is in use and to dispose of it securely when it is no longer required.

Noodle Box stores personal information on secure databases.

7. Access to personal information

Noodle Box will respond to a request for access within a reasonable period of time, and will not charge you for access to your personal information.

Access to information will only be denied in accordance with the APPs, such as:

- a) Noodle Box reasonably believes that giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety;

- b) Giving access would have an unreasonable impact of the privacy of other individuals;
- c) The request for access is frivolous or vexatious;
- d) The information relates to existing or anticipated legal proceedings between Noodle Box and the individual, and would not be accessible by the process of discovery;
- e) Giving access would reveal the intentions of the entity in relation to negotiations with the individual in such a way as to prejudice those negotiations;
- f) Giving access would be unlawful;
- g) As required by law or a court/tribunal order;
- h) Noodle Box suspects that unlawful activity, or misconduct of a serious nature, is being or may be engaged in, and giving access would be likely to prejudice the taking of appropriate action in relation to the matter;
- i) Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; and
- j) Giving access would reveal evaluative information generated within the entity in connection with a commercially sensitive decision making process.

Any inaccurate information will be corrected as soon as possible.

If requested, all reasonable steps to delete personal information will be made, except where it is required for legal reasons.

Noodle Box is not responsible for removing personal information from the lists of any third party, who had previously been provided with your information in accordance with Noodle Box's privacy policy.

8. Franchise Partner Privacy Policy

In general, Noodle Box restaurants are owned and operated by Franchise Partners. If you are concerned there may have been a breach of this privacy policy by a Franchise Partner, please contact the restaurant directly or Noodle Box directly, on the contact details listed in Item 1 above.

9. Changes to our Privacy Policy

From time to time, Noodle Box will update its Privacy Policy.