

## **Privacy Policy**

Café D'lish (Aust.) Pty. Ltd. (ACN 095 774 931) trading as Café D'lish (hereafter referred to as **Café D'lish Café + Deli we/us/our**) aims to respect and protect the privacy of our users.

Café D'lish Café + Deli is committed to ensuring the privacy of your personal information while complying with the Australian Privacy Principles (**APP**) as set out in the *Privacy Act 1998* (Cth) (**Privacy Act**).

The following privacy policy outlines how we will collect, use, secure, disclose, store and dispose of your personal information and how you can contact us if you have any concerns about those matters.

Your privacy is important to us and we will ensure that the information you provide is collected, processed, and held in accordance with Australian privacy laws.

By accessing the website directly or indirectly, you accept the terms contained in this privacy policy.

### **What personal information does Café D'lish Café + Deli collect?**

In order to deliver and improve our services, Café D'lish Café + Deli may ask for information such as your name, gender, email address, telephone number, your delivery address and payment method details (**Personal Information**).

You are not required to create an account with us to place an order.

Nonetheless, when you place an order, you may be requested to provide Personal Information that includes, but is not limited to, name, street address, phone number and email address

You are not required to provide us with Personal Information in order to browse our website, but if you place an order from our website or make an enquiry you will be asked to provide us with your Personal Information.

### **Payment information**

Café D'lish endeavours to take appropriate and reasonable steps to provide a secure payment environment through PayPal. You are not required to maintain an account with PayPal to make a purchase. PayPal provides you with an option for you to pay with your credit cards without signing up or logging in to an account.

### **Why does Café D'lish collect your Personal Information?**

Our primary purpose for collecting Personal Information from you is to enable us to supply you with your orders and send information about deliveries and new products.

Further, your Personal Information is used for administration and billing, account management, membership forms for loyalty card purposes, communicating to you

about Café D’lish’s or our related entities’ goods and services or offers, notifying you in advance about our offers, sharing Café D’lish news with you, account keeping and other related functions.

On the whole, Café D’lish will only collect Personal Information that is necessary for us to perform our functions or activities.

Café D’lish will only collect Personal Information from you personally and will use your Personal Information for the above-mentioned purposes only.

### **Opting out**

You can be removed from our email list by unsubscribing at the bottom of the emails sent to you.

### **When and how does Café D’lish collect your Personal Information?**

Personal Information is collected directly from you unless there are prevailing conditions that do not allow us to do so.

Personal Information may be collected when you create an account with us, buy goods on our website, buy services from our website, subscribe for membership with us or contact us to make an enquiry.

### **When and how does Café D’lish disclose your Personal Information?**

Café D’lish Café + Deli may use or disclose your Personal Information to others:

- to fulfil your order, to communicate with you and to perform our business activities and functions;
- when third party financial transactions are required to be processed to provide our goods or services;
- if we sell our business or part of it and the buyer needs your personal information;
- who provide web hosting, data storage, courier, IT systems and network administration and payment processing services to us and who assist us with operations and customer service, including third parties who send out our newsletters;
- where we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious, immediate threat to someone’s health or safety or the public’s health or safety;
- where we reasonably suspect that unlawful activity has been, is being or may be engaged in and the use or disclosure is a necessary part of our investigation or in reporting the matter to the relevant authorities;
- where such use or disclosure is required under or authorised by law;
- where we reasonably believe that the use or disclosure is necessary for prevention, investigation, prosecution and punishment of crimes or wrongdoings or the preparation for, conduct of, proceedings before any court or

tribunal or the implementation of the orders of a court or tribunal by or on behalf of an enforcement body; and

- to enforce our legal rights.

Café D'lish does not disclose or share your Personal Information for any purposes other than those specified.

### **How does Café D'lish store and protect your personal information?**

Café D'lish places a great importance on the security of all information associated with our customers. We have security measures in place to protect against the loss, misuse and alteration of Personal Information.

We store electronic information on secure off-site servers.

Café D'lish retains the information you provide to us to enable us to verify transactions and customer details and to retain adequate records for legal and accounting purposes.

Whilst Café D'lish strives to protect customer information, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, Café D'lish cannot ensure or warrant the security of any information transmitted to it or from its online products or services, and users do so at their own risk.

### **What about Cookies?**

Like most websites, we may also collect information about our website usage to improve our website or services, such as clicking on a link from our website or visit a website which displays ads for our products.

This information is derived from cookies which basically identifies the computer you used to access our website, the time and date of your visit to this website; the pages and the documents you have accessed or viewed amongst other things.

You should know that we do not use cookies to store your personal or financial information and that you can refuse the use of cookies at any time by simply enabling certain settings on your browser. However, if you do this you might not be able to use the full functionality of our website.

### **What about Google Analytics?**

Café D'lish uses Google Analytics to measure Website traffic to determine how Café D'lish can improve our website and its services, which may enable us to identify the computer you used to access our website, the time and date of your visit, your viewed pages and documents amongst other things.

Café D'lish does not use Google Analytics to log your financial or personal information.

## **Links to other websites**

Café D'lish may post links to third party websites. When you click on one of those links, you will be transferred to another web site that is not under our control. Café D'lish makes no warranties or representations in relation to their privacy policy, content or security

## **Links to our website**

Links to this website may be found on other websites and various social media platforms. Clicking on them will enable you to access our website.

Café D'lish exchanges links with trusted third parties only, however Café D'lish are not responsible for a malicious code, security threat, etc. that might arise when you access our Website through one of those links.

## **Access to your personal information and keeping personal information accurate and up-to-date**

Café D'lish is committed to maintaining accurate, timely, relevant and appropriate information about our customers and website users.

You can change your Personal Information at any time by logging into your account.

We will attempt to correct inaccurate information upon receiving advice from you. To ensure confidentiality, details of your personal information will be passed on to you only if we are satisfied that the information relates to you.

If we refuse to provide you with access or correct the personal information held about you by us, then we will provide reasons for such refusal.

You may use the email address mentioned above to lodge a privacy-related complaint.

If Café D'lish is unable to resolve any dispute with you, you may take your complaint to the Office of the Australian Information Commissioner.

## **Changes to this policy**

From time to time, Café D'lish may change our privacy policy at our discretion without notice to you and will advise about it on this page.

Any changes to this policy will automatically apply to all the personal information that is held by us at that time. By using this website you agree to accept any changes to this policy.

## **How to contact Café D'lish?**

If you have any information about our Privacy Policy please contact us at [info@d-lish.com.au](mailto:info@d-lish.com.au).

**Last updated: 23 September 2016**