

Privacy Policy

1. Introduction

Saizeriya Australia Pty Ltd ACN 093 080 623 (**Saizeriya**) recognises the importance of your privacy and that you have rights under Australian law in relation to the manner in which your personal information is collected, used, managed and disclosed.

Saizeriya is committed to compliance with the Australian Privacy Principles (**AAPs**) contained in the *Privacy Act 1988* (Cth) (**Privacy Act**) and to dealing with your personal information in an open and transparent way. Saizeriya recognises that it is bound by Division 3 of Part IIIA of the Privacy Act, which governs the handling of credit information, credit eligibility information and other credit related information by credit providers where it receives personal information from you in its capacity as credit provider.

2. Scope of policy

This Privacy Policy explains how Saizeriya collects, holds, maintains and manages personal information, the kinds of personal information (including credit and credit eligibility information) which Saizeriya collects and holds and the purposes for which that information is collected, held, used and disclosed by Saizeriya.

This Privacy Policy applies to your use of this website and to services offered by Saizeriya. It also applies to information collected from third parties, including any information which Saizeriya receives through the national credit reporting system.

For the purposes of this Privacy Policy, "**personal information**" means information about an individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.

Any information you send us that is not about identifiable people, whether commercial, technical, information about companies, or of any other kind, will not be regarded as confidential or as personal information, whether or not it is described as such. Is a condition of your use of this site that Saizeriya may disclose such information freely and use it in any other way it thinks fit.

This website may contain links to third party websites from time to time. Saizeriya is not responsible for the content of those websites or for the privacy practices of third parties. Saizeriya recommends reviewing the privacy policy of each website you visit.

3. Kinds of personal information which Saizeriya collects

Saizeriya may collect the following information from you:

- your name and contact details, such as your physical address, email address and telephone number;
- your gender, birth date and occupation;
- your company name (where applicable);
- the date and time when you access our website;
- the name of the domain from which you access the internet;
- the internet address of the website from which you linked to our website;
- any other information which you supply to us.

4. How and why Saizeriya collects personal information

Saizeriya does not automatically collect or capture any personal data (that is, information about people whom we can identify) about visitors to this site other than via the use of "cookies". Cookies are software messages which allow a web server to transmit information to users' web browsers to be stored and accessed each time a user accesses the server. Cookies may be used by Saizeriya to gather statistics about the use of our website, such as which area of our website attracts the most traffic.

If you do not wish for your web browser to receive cookies, you must adjust the settings of your browser to prevent them from being sent or to notify you each time a cookies is sent to your computer.

We may otherwise collect personal information in the following ways:

- when you contact us with an enquiry or to request customer support;
- when you place a product order or request a service from Saizeriya;
- when you submit an application for credit or offer to act as guarantor for an individual or entity seeking credit from Saizeriya;
- through customer service lines (including social media such as Facebook or Twitter, where applicable).

Where we invite you to enter personal information, our general policy is to ask only for what we need and to use it only for the stated or obvious purposes for which it was collected (for example, to send you a brochure or press release at your request).

Saizeriya may use personal information for the following purposes:

- to respond to customer queries;

- to fill customer orders and fulfil obligations under sale and purchase contracts;
- to provide services related to Saizeriya's business;
- to maintain customer records;
- to provide information about services, products, and special promotions or competitions;
- to obtain opinions about particular products and services;
- to record statistical data for marketing and analysis purposes;
- to assess your suitability for credit or to act as guarantor in relation to the provision of credit.

6. Promotional communications

If we indicate that your personal information may be used for general (including direct) marketing purposes, we will give you the opportunity to withhold your permission for that use and respect your wishes.

If you indicate that you have no objection, your information may be made available to our computerised customer management system. It will then be used to contact you with information about products and services we think may be of interest to you, as well as for adapting our products and services to your requirements, for market research and planning purposes, and for any other purposes for which it was expressly or obviously collected. If you prefer not to receive promotional information from us, please let us know by clicking on the "unsubscribe link" at the bottom of any of our communications.

7. Disclosure of personal information to third party recipients

Any personal information we collect about you may be transmitted to Saizeriya's parent company located in Japan or to another Saizeriya subsidiary, but will never be sent to anybody else without your express consent. It will not be sent outside of Australia unless the recipient agrees with us to protect it and treat it as if the recipient had the same obligations in respect of it as we have in Australia.

8. Access to personal information

You are entitled under the AAPs to request access to your personal information that is held by Saizeriya and to request corrections to that information. You are also entitled to request access and corrections to your credit related personal information.

Saizeriya endeavours to take all reasonable steps to ensure that the personal information (including credit related personal information) it uses is up-to-date, complete and accurate. You may request access to personal information held by Saizeriya or submit a correction request by contacting our privacy officer via email or post using the following contact details:

EMAIL: privacy@saizeriya.com.au

POST: Attention: Privacy Officer
Saizeriya Australia Pty Ltd
PO Box 467
Melton VIC 3337

When Saizeriya receives notification of a request for access, it will acknowledge receipt of the request and will try to provide access to the relevant information within a reasonable time. Saizeriya may request such evidence or information as reasonably required to verify the identity of the person making the request before releasing the information. You will be provided with a reasonable range of alternative ways in which you may access your personal information.

Should you believe that any of the information held is incomplete, inaccurate or not current, you should notify us in writing immediately so that the information may be updated.

While Saizeriya makes every effort to provide personal information and to correct it on request, in some cases there may be an exemption under the APPs or other relevant provisions of the Privacy Act which prevent Saizeriya from providing or correcting the information or permit Saizeriya to refuse to do so. In these circumstances, Saizeriya will provide written notification as to why the request has been refused and details as to how you can complain about the refusal.

In the event that Saizeriya does not agree to a request to amend personal information, it will note the request for amendment and retain it with the personal information.

9. Anonymity

Wherever it is lawful and practicable, Saizeriya will give you the option of not identifying yourself or of using a pseudonym when entering into transactions with Saizeriya or dealing with Saizeriya in relation to a particular matter. However, Saizeriya may be unable to provide certain services or products to you unless you provide us with your correct details and disclose your identity.

10. Security

Saizeriya will take reasonable steps to protect any personal information (including credit related personal information) which it holds. Saizeriya may store personal information either physically or electronically in the following ways:

- a. on electronic databases; or

- b. in a secure location, including lockable storage with access only to authorised personnel.

Personal information that is no longer required will be destroyed or, where appropriate, be de-identified, unless Saizeriya is required to retain the information under an Australian law or court/tribunal order.

11. Privacy complaints

If you believe that Saizeriya has breached your privacy rights or if you wish to discuss any issues regarding Saizeriya's privacy policy, please contact Saizeriya's privacy officer via email at privacy@saizeriya.com.au or by post at PO Box 467, Melton VIC 3337.

Should you wish to make a complaint, please provide all relevant details, including the date and time of the incident or communication and your concerns regarding the event, to allow Saizeriya to respond adequately.

All complaints will be handled impartially and taken seriously. Saizeriya will endeavour to respond to your complaint within a reasonable period of time. Please allow up to 30 days within which to receive a response.

If you are not satisfied with the way in which Saizeriya handles your enquiry or complaint, you may contact the Office of the Australian Information Commissioner on 1300 363 992 or through its website at <http://www.oaic.gov.au/>. Complaints made to OAIC are generally resolved through a conciliation process.