

## GROUP PRIVACY POLICY

Collins Foods Limited

### 1 Purpose of policy

- 1.1 The Group is committed to protecting the privacy of individuals and is bound by (i) the Australian Privacy Principles set out in the Privacy Act 1988 (Cth); and (ii) the General Data Protection Regulation (Regulation (EU) 2016/679) and applicable implementing legislation in Germany, the Netherlands and the United Kingdom (collectively referred to as the “**Data Protection Laws**”). This Privacy Policy outlines how we will collect, use, disclose and otherwise handle personal information.
- 1.2 For the purpose of the General Data Protection Regulation, Collins Foods Limited is the data controller.

### 2 About Collins Foods

- 2.1 Collins Foods Limited is an Australian listed company. Collins Foods is incorporated and registered in Australia with Australian company number 151 420 781 and has its registered office at Level 3 KSD1, 485 Kingsford Smith Drive, Hamilton QLD 4007. It operates the food service retail outlets of KFC in Queensland, New South Wales, Victoria, Tasmania, South Australia, Western Australia, the Northern Territory, the Netherlands and Germany, Taco Bell in Queensland and Victoria and Sizzler in Australia and Asia (in China, Thailand and Japan restaurants are operated by franchisees).
- 2.2 This Privacy Policy applies to the Group and its privacy practices in Australia (including privacy practices concerning European Economic Area and United Kingdom based website visitors), unless a separate privacy policy applies to a particular Group business. Our separate privacy policies applicable to different businesses within the Group are:
- (a) KFC restaurants in Australia;
  - (b) KFC restaurants operated by Collins Foods in the Netherlands and Germany;
  - (c) Taco Bell: [www.tacobell.com.au/privacy](http://www.tacobell.com.au/privacy); and
  - (d) Sizzler: [www.sizzler.com.au/privacy-legal](http://www.sizzler.com.au/privacy-legal).

### 3 Collection

#### The kinds of personal information we collect and hold

- 3.1 The kinds of personal information that we collect and hold about you will depend on your interaction with us:
- (a) Generally, we will collect and hold your name, contact details and information relating to your dealings with us.
  - (b) Where you use our Website we will also collect your Internet Protocol (**IP**) address or Unique Device Identifier and other details about your usage of our Website (see paragraph 5 for further information).
  - (c) If you apply to work with us, we will for the purpose of assessing and progressing your employment application collect the details that you include in your application and during any interview process with us. This collection of data is limited to the scope of information in which we have a legitimate interest as your potential future employer, e.g. your name, contact details and information about your education and employment history. If we decide not to employ you, we will delete your personal information: (i) upon your request; or (ii) after a transition period of three months after the employment decision, unless we have a legitimate interest in keeping your personal information for a longer period.

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3.2 We may also collect sensitive information from you, including health information, when you provide that information to us. For European Economic Area or United Kingdom based employees any such sensitive information would be collected for the purposes of carrying out employment rights and obligations.

**How we collect and hold personal information**

3.3 The Group collects personal information from you in a number of different ways. We may collect personal information directly from you (or someone on your behalf) or in the course of our dealings with you, for example when you:

- (a) browse or use our Website (including via cookies and other information collection technologies);
- (b) apply to work with us; or
- (c) contact and correspond with us, for example to ask for information or make a complaint.

3.4 We may also collect personal information about you from:

- (a) publicly available sources (including social media) and share registries of the companies in the Group; and
- (b) in some cases, third parties including, for example, our franchisors Kentucky Fried Chicken Pty Limited and its wholly owned subsidiaries or Taco Bell Restaurants Asia Pte Ltd and its wholly owned subsidiaries (**Franchisors**) and their service providers in order to provide the services you request.

3.5 We operate CCTV cameras at our premises. We retain images captured by our CCTV cameras for security purposes, and to assist us with any investigations relating to incidents or accidents at our premises.

**Consequences of not providing personal information**

3.6 If we are not able to collect personal information about you we may not be able to provide you with products, services and assistance to the extent that they require us to collect, use or disclose your personal information. For example, we will be unable to progress your employment application if you cannot provide us with details of your employment history.

3.7 Wherever possible, we will let you remain anonymous when dealing with us. However, in most cases, we will need to know some information about you in order to provide products, services or support to you.

**4 Use and disclosure of your personal information**

4.1 We collect, hold and may use your personal information so that we can:

- (a) respond to your enquiry and provide you with the products and services you request. This processing is necessary for the performance of a contract to which you are party;
- (b) contact you (including via electronic messaging such as SMS and email, by mail, by phone or in any other lawful manner) in relation to your enquiry. This processing is necessary for the performance of a contract to which you are party;
- (c) respond to your feedback or complaint. This processing is necessary for the purposes of our legitimate interests of adequately handling the complaint or responding to the feedback, in order to uphold our relationship with customers;
- (d) investigate and resolve any food safety, insurance or other claims that you are involved in including to establish, exercise or defend legal claims (including to safeguard our legal position and evidence). This processing is necessary for the purposes of our legitimate interests of adequately administering, investigating and resolving claims and to uphold our legal position;
- (e) assess and progress your employment application, including conducting reference checks and any psychometric or other testing used as part of the recruitment process. This processing is necessary for the purposes of our legitimate interests of adequately assessing and progressing employment applications to assess whether you are suitable for the job you are applying for and to protect our company assets and other employees by ensuring that we employ suitable personnel;

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- (f) carry out our restaurant business functions and activities, including meeting our legal and regulatory obligations. This processing activity is necessary for compliance with a legal obligation or our legitimate interests for complying with legislation and complying with requests of competent authorities or orders;
- (g) improve the service we provide and also to let you know about promotions or products that may be of interest to you;
- (h) provide you with relevant direct marketing materials with your consent when you use a website or mobile application or those of a third party;
- (i) compile and analyse statistics and trends;
- (j) develop our products and for research purposes. The processing activities in paragraphs 4.1(g) to (j) of this section are necessary for the purposes of our legitimate interests of improving the services, marketing purposes and offering our customers tailored services; and
- (k) administer our share registry, including communications with our shareholders and receiving tax file number notifications from the Australian Tax Office. This processing is necessary for our legitimate interests of administering our share registry.

4.2 We may also disclose your personal information to trusted third parties, including:

- (a) our Franchisors, who will then use it in accordance with their privacy policies (KFC: [www.kfc.com.au/privacy-policy](http://www.kfc.com.au/privacy-policy) and Taco Bell: [www.tacobell.com/legal-notice/privacy-policy](http://www.tacobell.com/legal-notice/privacy-policy));
- (b) our advisors, consultants and insurers;
- (c) food safety authorities and health authorities, where relevant for the investigation of a food safety or health issue;
- (d) third parties to help us improve our services to you by analysing our business practices, improving our products, and obtaining feedback;
- (e) third party service providers that we use to help us conduct our business (including, without limitation, billing or data storage services, email filtering, virus scanning and other technology services providers, archival services providers, marketing and communications agencies and service providers);
- (f) where you apply for employment with us, we may disclose your personal information to your referees and also to third party suppliers who help with our recruitment processes, such as recruitment agencies and organisations that conduct competency or psychometric tests. We may also disclose your personal information to law enforcement agencies to verify whether you have a criminal record, if relevant to the role;
- (g) in connection with the administration of our share registry, including third parties who assist with our investor relations analysis and reporting requirements; and
- (h) new owners of any part of the Group in case of mergers and acquisitions of shares or assets in such part of the Group, however, such disclosure shall be limited to the scope of disclosure legitimated by this Privacy Policy.

4.3 Some of the third parties to whom we disclose your personal information may be located outside Australia (see section 6).

4.4 If we need to use or disclose your personal information for any other purpose, we will obtain your consent first, unless we are required or authorised by law (including the Data Protection Laws) to do so. This exception will often cover our dealings with law enforcement authorities.

4.5 Where the processing activities rely upon your consent, you have the right to withdraw that consent at any time. You may do so by contacting us in accordance with section 12.

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## 5 Storage and security of your personal information

- 5.1 We generally host and store our data (including customer data and personal information) electronically in our IT systems. These include our Australian-based cloud servers, the servers of third parties within Australia and overseas (see section 6 below). We also hold personal information in hard copy paper files.
- 5.2 We take steps to protect the personal information that we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure. We do this by having physical and electronic security systems and by limiting who can access your personal information. We also have online and network security systems in place for our Websites, so that the information you provide us online is protected and secure. However, because of the nature of the internet, we cannot guarantee the security of your personal information. Please contact us if you become aware of any breach of security.
- 5.3 In accordance with our legal data protection and privacy obligations, we will only retain your personal information for as long as needed to achieve the purpose(s) for which we obtained your personal information in the first place. We will then either securely delete it or anonymise it so that it cannot be linked back to you (see section 4 for full details of those purposes).
- 5.4 Only where we are legally obliged to, or where this is necessary for defending our interests in the context of judicial proceedings (e.g. in case of a dispute), we may retain the personal information for longer periods.

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## 6 Overseas disclosures

- 6.1 If you are based in the European Economic Area or the United Kingdom, then you need to be aware that because Collins Foods is based in Australia, if you visit our website or otherwise interact with us, your personal information will be transferred to and stored at a destination which is outside the European Economic Area and the United Kingdom.
- 6.2 We may disclose your personal information to our third party service providers who are located outside of Australia. For example, we may transfer your personal information to external overseas facilities in the course of data processing, email exchange and storage, back up and management of our share registry. We also use web-based marketing tools for our direct marketing and other communications, some of which are hosted overseas.
- 6.3 The countries in which these third parties are located will depend on the circumstances. However, in the course of our ordinary business operations we are likely to disclose personal information to third party service providers located in Singapore, Canada, India, New Zealand, The Philippines, UK, Germany, Netherlands, Poland and the US.

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## 7 Information collection technologies

- 7.1 Our Website uses cookies and other technologies such as internet tags and navigational data collection, which passively collect information (which means it is collected without you actively providing it). The technologies we use collect information such as your IP address, your device's unique identifier number, date, time and duration of your visit and the web address of the website that you visited before you arrived at our Website.
- 7.2 We use personal information collected through these technologies on our Website in order to optimise your online experience; cookies enable our Website to work more efficiently with the device you are using to access our Website. We also use this information in order to understand and measure your online experience and to make decisions about what products, services and promotions may be of interest to you. We do not use the personal information collected through these technologies for any other purpose.
- 7.3 You can manage cookies in the settings of your browser.
- 7.4 For detailed information on the cookies we use and the purposes for which we use them, please refer to our [Cookies Policy](#).

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## 8 Accessing and correcting the information we keep about you and other rights

- 8.1 You have a right to request access to or correction of your personal information held by us. If you wish to access, correct or update any personal information we may hold about you, please contact us as set out below.
- 8.2 There is no charge for making a request. However, we may need to charge for providing access to this information, depending on the nature of your request and we may also refuse access, in each case, where the Data Protection Laws allow us to do so.
- 8.3 If you are based in the European Economic Area or the United Kingdom, you also have the right to request deletion or restriction of processing of your personal information, and to request that you obtain the personal information you provide in a structured, machine readable format. In addition, you can object to the processing of your personal information in some circumstances (in particular, where we don't have to process the data to meet a contractual or other legal requirement or compelling interest).

## 9 Notifiable data breaches scheme

- 9.1 In the event of any loss, or unauthorised access or disclosure of your personal information that is likely to result in serious harm to you, we will investigate and notify you and your data protection authority as soon as practicable, in accordance with the Data Protection Laws.

## 10 Complaints process

- 10.1 If you have any questions or concerns about our collection, use or disclosure of personal information, or if you believe that we have not complied with this Privacy Policy or Data Protection Laws, please contact us as set out in section 12.
- 10.2 When contacting us, please provide as much detail as possible in relation to the query, issue or complaint.
- 10.3 Your complaint will be taken seriously and will be assessed by an appropriate person with the aim of resolving any issue in a timely and efficient manner. We request that you cooperate with us during this process and provide us with relevant information we may require.
- 10.4 If you are not satisfied with our response or how we handled your complaint, you may complain to the Office of the Australian Information Commissioner (in writing) at:

**Australia:** Office of the Australian Information Commissioner (OAIC)  
 GPO Box 5218, Sydney NSW 1042  
 Tel.: 1300 363 992  
 TTY: 1800 620 241  
 Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

- 10.5 If you are based in the European Economic Area or the United Kingdom you have the right to lodge a complaint with your data protection authority:

**Germany:** The Federal Commissioner for Data Protection and Freedom of Information  
 Husarenstraße 30  
 D - 53117 Bonn  
 Tel.: +49 228 997799 0

**The Netherlands:** Dutch Data Protection Authority  
 Autoriteit Persoonsgegevens  
 Postbus 93374  
 2509 AJ DEN HAAG  
 Tel: 0900 - 2001 201

**United Kingdom** Information Commissioner's Office  
 Wycliffe House, Water Lane  
 Wilmslow SK9 5AF  
 Tel: 0303 123 1113

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## 11 Changes to this Privacy Policy

- 11.1 The date of this Privacy Policy is April 2020. We may change this Privacy Policy at our discretion and the most recent version of the Privacy Policy will be published on our Website, we advise you to regularly review the privacy policy on our Website. However, if we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our Website, allowing you to consider the modifications before continuing to use our Website or otherwise deal with us. By continuing to use our Website after we posted a modification to this Privacy Policy or notified you of such modification, or by otherwise continuing to deal with us, you accept this Privacy Policy as it applies from time to time.

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## 12 Contact us

- 12.1 Please direct any privacy issues or queries to:

**Australia:** Privacy Officer  
 Collins Foods Limited  
 PO Box 286, Lutwyche QLD 4030  
 Tel: +61 7 3352 0800  
 Email: [privacyofficer@collinsfoods.com](mailto:privacyofficer@collinsfoods.com)  
 Fax: +61 7 3352 0894

- 12.2 If you are based in the European Economic Area or the United Kingdom please direct any privacy issues or queries to:

**Germany:** Data Protection Officer  
 2. Etage, Elisabethstraße 11  
 40217 Düsseldorf  
 Email: [info@collinsfoods.de](mailto:info@collinsfoods.de)

**The Netherlands:** Data Protection Officer  
 Laarderhoogtweg 25  
 1101 EB Amsterdam  
 Email: [infocfn@collinsfoods.eu](mailto:infocfn@collinsfoods.eu)

**United Kingdom** The Directors  
 Collins Foods Europe Limited  
 c/- Peregrine Law Limited  
 WeWork  
 10 York Road  
 London SE1 7ND  
 Email: [nclark@collinsfoods.eu](mailto:nclark@collinsfoods.eu)

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