



2020

Privacy policy

Thank you for visiting **BK's Takeaway.com.au** We respect and protect the privacy of our users. This privacy policy tells you how we collect and use information.

The term "Personal Information" in this privacy policy means any information from which your identity is apparent or can be reasonably ascertained. We do not collect or hold Personal Information about you when you visit this online service.

You can use this service without telling us who you are or revealing other Personal Information. If you send us a contact or feedback form you do not need to identify yourself or use your real name.

Scope

The purpose of this online service is to provide you with trusted information from Australian, state and territory government sources. It also provides the means to order food from the comfort of your home.

Personal information

If you contact us we will collect the email address you nominate and any other identifying information you provide, such as a name or phone number.

Please do not give us other personal or sensitive information.

Other than circumstances such as unlawful activity or serious threats to health and safety, we do not share Personal Information with other government agencies. If you ask us about an issue that needs to be dealt with by another agency, we will provide you with the necessary details to make contact yourself. You may opt out of further contact from us at any time.

Delivery

If your goods are to be delivered BK's will ensure a contact less delivery. All deliveries are to be paid for prior or by using EFTPOS on delivery. Delivery times may vary but we endeavour to have all local deliveries made within 40min.

How we deal with complaints and refund requests

You may request access to Personal Information about you that we hold and you may ask us to correct your Personal Information if you find that it is not accurate, up-to-date or complete. You may also make a complaint about our handling of your Personal Information, Food quality or service issues. These services are free of charge.

BK's respects the legislation and where appropriate will provide a full refund, Credit or exchange of goods depending on your requirements and the situation.

To protect your privacy and the privacy of others, we will need evidence of your identity before we can grant you access to information about you or change it.

You can contact us by email, Private in box us on social media or send your request or complaint to the postal address below. We undertake to respond within 10 days. If the request or complaint will take longer to resolve, we will provide you with a date by which we expect to respond.

Our obligations

This online service is bound by the provisions of the [Privacy Act 1988 \(Cth\)](#)- external site, including the [Australian Privacy Principles](#)- external site.

Contact us BKs Franchising Aust P/L 95 Princes Hwy Trafalgar Vic, Aust 3824 0356332131