



Create Exceptional Experiences

WEBSITE PRIVACY POLICY

Fortio Ito Pty Ltd trading as Australian Catering Services is the entity who is collecting data on this website and are committed to protecting the privacy of individuals' personal information. Fortio Ito Pty Ltd as Australian Catering Services is bound by the National Privacy Principles set out in the Privacy Act 1988 (Commonwealth) ("the Act"). Fortio Ito Pty Ltd trading as Australian Catering Services will only collect, use or disclose personal information in accordance with the Act and this privacy policy. We are extremely concerned to protect your privacy and confidentiality. We understand that all users of our site are quite rightly concerned to know that their data will not be used for any purpose unintended by them and will not fall into the hands of a third party. Our policy is both specific and strict. If you think our policy falls short of your expectations or that we are failing to abide by our policy, do please tell us. We are constantly vigilant for credit card or other fraud. If you have any reason to seek the return of money paid, please contact us rather than your credit card issuer. Information may be unlawfully available to hackers and snoopers. We take no responsibility for this. The risk is no different from a similar risk in a bricks and mortar establishment. Except as set out below, we do not share, or sell, or disclose to a third party, any personally identifiable information collected at this site. If this policy should change in the future, then we shall provide notification in advance, and the opportunity for all users to indicate whether or not they would prefer that we do not provide the information to third parties as proposed.

DATA COLLECTION: Fortio Ito Pty Ltd trading as Australian Catering Services in general collects personal information in order to conduct our normal business, to provide and market our goods and services and to meet our legal and regulatory obligations. A list of the information we collect, (but is not limited to), and why it is necessary to collect it:

1)BASIC IDENTIFICATION AND CONTACT INFORMATION Basic identification and contact information, such as your name and contact details. This information is used:

- 1.1 to provide you with the services which you request;
- 1.2 to personalize and customize your experiences;
- 1.3 to maintain our accounts;
- 1.4 for billing;
- 1.5 to enable us to answer your enquiries;
- 1.6 for verifying your identity for security purposes;
- 1.7 for marketing our services and products;
- 1.8 to communicate with you by any means necessary;
- 1.9 to help make our web site as useful to you as possible;
- 1.10 to report statistics, analyse trends, administer our services and diagnose problems;
- 1.11 As required or permitted by law.

Fortio Ito Pty Ltd, Trading as Australian catering Services
Website privacy policy 2025



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2) PERSONAL INFORMATION

Personal information may be collected from a variety of sources. This information may come from:

- 2.1 you or the company you work for;
- 2.2 advertisers;
- 2.3 mailing lists;
- 2.4 recruitment agencies;
- 2.5 contractors / business partners;
- 2.6 when you acquire a product or service from us;
- 2.7 register as a subscriber or member;
- 2.8 provide a product or service to us;
- 2.9 complete a survey or questionnaire
- 2.10 enter a competition or event;
- 2.11 participate in our services;
- 2.12 when you communicate with us by email, telephone or in writing.

3) YOUR DOMAIN NAME AND E MAIL ADDRESS

Your domain name and e mail address are recognised by our servers and the pages that you visit are recorded. We use both session ID cookies and persistent cookies. Most web browsers are set by default to accept cookies. If you reject cookies you will be unable to take advantage of some of the features of our website(s). This information is used:

- 3.1 in a collective way not referable to any particular individual, for the purpose of quality control and improvement of our site;
- 3.2 to send you news about the services to which you have signed up;
- 3.3 to tell you about other of our services.

4) FINANCIAL INFORMATION, INCLUDING CREDIT CARD DETAILS

This information is used to obtain payment for goods and services you have ordered from us. This information is taken through a page certified as secure by eWAY and Ezidebt and Paypal. You will note that this page has a secure connection with a valid certificate issued by user Trust RSA Domain validation Secure Server. This certificate is intended for the following purposes:

- 4.1 Ensures the identity of a remote computer
- 4.2 Proves your identity to a remote computer

5) VOLUNTEERED INFORMATION



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Information volunteered by you for a particular purpose, for example a personal profile, survey, job application form, or contest. This information will be used exclusively for the purpose for which you have provided it. Information is disclosed to third parties only where the third party concerned qualifies in whatever way the web site page requires. We will make absolutely clear on the face of the page, any intention to publicise the name of a winner. If you do not provide us with the information that we request, we may not be able to provide you with our products or services. For example, if you do not register as a member of a website, you will not be able to access features or services that are reserved for members or subscribers only.

6) BUSINESS INFORMATION

This is information given to us in the course of your business and ours such as in relation to your application to partner with us or advertise with us. We will generally collect personal information by way of forms filled out by people, face-to-face meetings, interviews, business cards, electronic attachments, telephone conversations and from third parties (representatives, agents or credit reporting agencies). Such information is retained for business use only. We undertake to preserve the confidentiality of the information and of the terms of our relationship. It is not used for any other purpose. We expect you and any partner to reciprocate this policy.

7) DISCLOSURE TO GOVERNMENT AND THEIR AGENCIES.

We are subject to the law, we may be required to give information to legal authorities if they so request or if they have the proper authorization such as a search warrant or court order.

8) INFORMATION REQUEST At any time you may review or update the personally identifiable information that we hold about you, by contacting us at the address below. To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information. We will require you to verify your identity and to specify what information you require. A fee may be charged for providing access however we will advise you of the likely cost in advance. This confidentiality policy has been compiled so as to comply with current Australian legislation, so far as we are aware. If you have any question regarding the confidentiality policy, please contact us at: Fortio Ito Pty Ltd trading as Australian Catering Services, PO Box 537 COORPAROO,QLD, 4151 Australia.

9) YOUR FEEDBACK

To help us improve our privacy policy and practice, please give us your feedback. You may email us at admin@australiancatering.com.au or write to us at Fortio Ito Pty Ltd trading as Australian Catering Services, PO Box 537 COORPAROO,QLD 4151 Australia.