

Kenkay Pharmaceuticals Pty Ltd

Privacy Policy

At Kenkay we take the protection of your personal information and our compliance with privacy laws seriously. This Privacy Policy is designed to describe how we collect, handle and use your personal information.

Australia's Privacy Act applies to organisations' collection and handling of personal information in Australia. In some cases, exemptions under these laws may apply, in which case we may rely on those exemptions in our discretion.

By visiting our website or platform, using our services, engaging with us, applying for a role with us, entering a promotion run by or on behalf of us, or providing us with any of your personal information, you agree to the terms of this Policy and you acknowledge that in doing so you we may collect personal information from you including as outlined in this Policy, and share and trade that information on an anonymous or aggregated basis.

If you do not want to provide personal information to us you are not required to do so, however this may limit your ability to enter promotions or competitions run by or on our behalf or your ability to engage with us.

Collection of personal information

We collect personal information about individuals who are prospective or actual purchasers or users of our products, entrants in our promotions or offers, our employees, applicants for job vacancies with us, consultants and other individuals who interact with us.

The types of personal information we collect may include your name, contact details (including phone number and email address), identification, organisation, employment, positions held, forms submitted, payment and bank account or credit card details, payment record, interests, preferences, opinions, enquiry/complaint details, professional credentials, CV/resume, and work related and personal history.

We also collect personal information about your dealings and interactions with us, including content you view on our website, the frequency with which you visit our website or view our website's contents, and the interactions you have with us whether by phone, email or online comments.

We may invite you to participate in promotions or surveys from time to time. Your participation in these promotions or surveys is voluntary. We may use these promotions or surveys to collect your personal and other information.

We may also collect personal information about you from third parties including, to the extent permitted by law, public sources and information (including the internet), our related companies, information service providers, your social media profiles that are connected to ours, recruiters, credit agencies, your representatives and the parties with whom we exchange information as described in this Privacy Policy.

The personal information we collect about you in connection with our recruitment processes, may include your name, contact details, identification details, forms submitted, employment and education history, skills, achievements, character, extra-curricular activities, screening checks (including reference, background, health, cognitive ability, directorship, identity, eligibility to work, criminal record, financial probity, psychometric testing results, drugs/alcohol and vocational suitability checks) and enquiry/complaint details.

Where you enter our website via a third-party social media service, such as Facebook, Instagram or LinkedIn, we may collect personal information from the social media provider, including, your username, email address, and available profile information, such as your public profile URL, profile photo, job title, connections to other persons, current and past industries you have been associated with, and location, as well as other information associated with your social media account.

Why we collect personal information

We collect, hold, use and disclose personal information as part of the operation of our business. This includes:

- providing our products
- running promotional activities and competitions
- receiving feedback from you regarding our products
- marketing our products to you directly
- responding to your requests and performing any transaction you initiate with us
- maintaining and updating our records
- conveying prizes or product samples to you
- verifying information
- collaborating with service providers who offer products and services complimentary to our products and services
- communicating information about and promoting and marketing our business and products (including to existing, past and prospective users of our products, and for direct marketing in accordance with legal requirements)
- customising and tailoring our products to users' specific interests and preferences;
- managing our relationships with stakeholders including our staff

- recruiting, vetting, reference checking, training and managing staff and job applicants
- performing and complying with our legal obligations (e.g. under contracts or in relation to statutory reporting, workers compensation insurance, superannuation and taxation requirements)
- protecting our lawful interests
- facilitating acquisitions or divestments of businesses.

We may not be able to do these things without your personal information. For example, we may not be able to communicate with you, provide responses to your requests or feedback, or consider your application for employment, without using your personal information.

How we disclose personal information

We may exchange your personal information with:

- wholesalers or retailers of our products;
- our service providers, including service providers that assist us with archival, data storage, data processing, auditing, accounting, contact centre, legal, business consulting, promotion and marketing, provision or dispatch of prizes and product samples, banking, payment transactions, debt collection, delivery, data processing, data analysis, document management, information broking, research, investigation, insurance, website, technology, recruitment, vetting, payroll, superannuation, staff benefits, surveillance and training services;
- your current and previous employers;
- a law enforcement body to the extent that information is requested from us.

Where you follow a link from our website or platform to the website or platform of one of our business partners or affiliates and provide personal information to that third party, we will not be responsible for or in connection with that third party's storage, handling or use of your personal information.

For job applicants including applicants who commence an employment relationship with us, and coaches, we may also exchange your personal information with academic institutions, health service providers, professional and trade associations and referees.

We also may compile, share or trade information about or relating to users of our products, or visitors to our website or platform, on an anonymous or aggregated basis, for example by communicating historic or current trends or preferences of users of our products, or visitors to our website or platform.

Security and storage of personal information

We may retain your personal information for such period as is reasonably necessary having regard to the purposes for which we are permitted to handle that personal information. We may retain de-personalised statistical information for longer periods where no individuals are reasonably identifiable from that data.

We implement a range of measures to protect the security of personal information. Depending on the circumstances, these may include firewalls, encryption, passwords and locked areas. As no security software is completely secure we cannot guarantee the absolute security of your personal information.

We hold personal information electronically and in hard copy form, both at our own premises and with the assistance of our service providers.

Our website and third party websites

If you visit www.kenkay.com.au or any other website or platform on which this Privacy Policy is posted with our permission to read, browse or download information, our system may record information such as your server address, top level domain (e.g. .com, .com.au, etc), date and time of your visit to the website, pages accessed, information downloaded, previous site visited and browser type. This information is used for statistical, data compiling, reporting, content refinement and website administration and maintenance purposes.

Like many other websites, our website may use 'cookies' from time to time. A cookie is a piece of information that allows our system to identify and interact more effectively with your browser. The cookie helps us to maintain the continuity of your browsing session and remember your details and preferences when you return. You can configure your web browser software to reject cookies however some parts of our Websites may not have full functionality in that case.

Our Website, Facebook page and Instagram may use data collection and analytical services such as Analytics from time to time.

Where you visit our Facebook or Instagram page, the host of those pages may use their own Analytics or other data collection and analysis services. We do not take or accept any responsibility regarding a host's collection, use or analysis of your data or application of analytical or other services when you visit that third party's site. For more about how Google, Facebook and Instagram collect and process data, please see their respective privacy policies and their information at:

www.google.com/policies/privacy/partners/ or <https://www.facebook.com/privacy/explanation> or <https://help.instagram.com/155833707900388> . Where you provide any of your personal information to a

third party operated or hosted site, including Facebook or Instagram, we do not take or accept any responsibility regarding that third party's use or storage of your personal information.

Your rights

In Australia, subject to certain exceptions in Australia's Privacy Act, you have the rights to seek access to the personal information we hold about you and correct any mistakes in personal information we hold about you. In certain circumstances provided in Australia's Privacy Act, we may have the right to refuse your request for access to your personal information that we hold.

You can exercise these rights where applicable by contacting us via the methods detailed below. We may need to verify your identity. We will provide our reasons if we deny your request.

If you no longer wish to receive alerts or emails from us then you may unsubscribe from our service by selecting the 'unsubscribe' option at the bottom of our messages.

Complaints or contacting us

You can contact us if you wish to make a complaint about how we have handled your personal information. Please provide as many details as you can. We may need to engage or consult with other parties in order to investigate and deal with your complaint. We will keep records of your complaint and any resolution.

You can contact us via one of the means below:

Telephone: +612 4647 1717]

Post Kenkay Pharmaceuticals Pty Ltd, 2 Blackmore Road, Smeaton Grange, New South Wales, 2067.

Email admin@kenkay.com.au

Web form www.kenkay.com.au/contact-us