



Aussie Kohi

Privacy Policy

Disclaimer

This document has been prepared for educational purposes only. It forms part of a TAFE student assignment and describes a fictitious business that does not trade, take payment or ship goods.

The website does not operate a live database, and any information entered into the contact form or the cart is part of a classroom demonstration rather than a real collection of personal information.

Nothing in this document is legal advice, and no reliance should be placed on it for any real commercial, legal or regulatory purpose. Any resemblance to a real business, person or transaction is unintended.

Document	Privacy Policy
Organisation	Aussie Kohi (aussiekohi.coffee)
Version	1.0
Effective date	3 September 2026
Review cycle	Annually, or sooner if the website or the law changes.
Owner	Website Owner, Aussie Kohi

This policy explains what personal information the Aussie Kohi website collects, why it is collected, how it is used and stored, and how a person may access or correct it. It is written to reflect the Australian Privacy Principles set out in the Privacy Act 1988 (Cth).

1. Purpose and scope

We are committed to handling personal information openly and carefully. This policy applies to the aussiekohi.coffee website and to any information collected through it, including the contact form, the shop, the cart and the checkout.

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether or not the information is true and whether or not it is recorded in a material form.

2. Information we collect

We collect only the information reasonably necessary to respond to enquiries and to fulfil orders. The categories collected are set out below:

- Contact details, including first name, last name, email address and the Australian state selected on the contact form.
- Enquiry content, being the free text message submitted through the contact form.
- Order details, including the items ordered, the order value and the order history associated with a customer.
- Delivery details, including the recipient name, delivery address, suburb, state, postcode and contact telephone number.
- Payment confirmation details, being the transaction reference, the payment status and the last four digits of a card as reported by the payment provider.
- Technical information, including the internet protocol address, browser type, device type, referring page and pages visited.

We do not seek sensitive information as defined by the Privacy Act 1988 (Cth), and you should not submit health, racial, religious, political or biometric information through the contact form.

3. How information is collected

Information is collected directly from you when you complete the contact form, add items to the cart or complete a checkout. Technical information is collected automatically by the web server and by any analytics service used on the website.

Where it is lawful and practicable to do so, you may deal with us anonymously or under a pseudonym, although we cannot deliver an order without a delivery address and a name.

4. Why we collect and how we use information

Personal information is used only for the purpose for which it was collected, for a directly related secondary purpose that you would reasonably expect, or where you have consented. The primary purposes are set out below:

- Responding to enquiries submitted through the contact form.
- Processing, packing, shipping and tracking orders.
- Issuing receipts, invoices, refunds and returns.
- Managing warranty claims and consumer guarantee obligations.
- Detecting and preventing fraudulent or unauthorised transactions.
- Improving the content, navigation and performance of the website in aggregate form.
- Meeting record keeping obligations under Australian taxation and consumer law.

5. Cookies and analytics

The website uses cookies and similar technologies to keep the cart contents between pages, to remember display preferences and to measure how the site is used. Most browsers allow cookies to be blocked or deleted, although blocking them may stop the cart from working correctly.

Analytics data is reviewed in aggregate and is not used to identify individual visitors.

6. Disclosure of personal information

We do not sell, rent or trade personal information. Information is disclosed only where it is necessary, and the recipients are limited to the following:

- Payment providers, for the sole purpose of processing a transaction.
- Delivery carriers, for the sole purpose of delivering an order.
- Information technology and hosting providers who support the website under contract.
- Professional advisers, including accountants and auditors, where they are bound by confidentiality.
- Law enforcement or regulators, where disclosure is required or authorised by law.

7. Overseas disclosure

Some service providers, including hosting, email and analytics providers, may store data on servers located outside Australia. Where personal information is disclosed to an overseas recipient, we take reasonable steps to ensure the recipient handles it in a way consistent with the Australian Privacy Principles.

8. Payment information

Card numbers are entered directly with the payment provider and are not transmitted to or stored by us. We retain only the transaction reference and the payment status, which is the minimum needed to reconcile an order.

9. Direct marketing

Marketing messages are sent only where you have opted in, and every message includes a functional unsubscribe facility as required by the Spam Act 2003 (Cth). Where you opt out, the request is actioned promptly and your details are suppressed from future campaigns.

10. Data quality

We take reasonable steps to ensure the personal information we hold is accurate, up to date and complete, and you can help by telling us when your details change.

11. Storage and security

Personal information is held on access controlled systems, and the controls applied are described in the Aussie Kohi Security Policy. While no online system can be guaranteed to be completely secure, we take

reasonable steps to protect information from misuse, interference, loss and unauthorised access, modification or disclosure.

12. Retention and destruction

Order and transaction records are retained for the period required by Australian taxation and consumer law, which is generally seven years. Contact form enquiries are retained only for as long as they are needed to resolve the enquiry, after which the information is destroyed or de identified.

13. Access and correction

You may request access to the personal information we hold about you, and you may request that it be corrected where it is inaccurate, out of date, incomplete, irrelevant or misleading. A request should be made in writing through the contact details in this policy, and we will respond within a reasonable period, which we treat as thirty days.

Where access is refused, we will explain the reason in writing and set out the complaint options available to you.

14. Complaints

A privacy complaint should be made to us in writing in the first instance, and we will acknowledge it promptly and investigate it. Where you are not satisfied with our response, you may refer the complaint to the Office of the Australian Information Commissioner, which can be contacted through its website at oaic.gov.au or by telephone on 1300 363 992.

15. Data breach response

Where we suspect a data breach has occurred, the incident is assessed under the Notifiable Data Breaches scheme. Where the breach is likely to result in serious harm to an affected individual, the affected individuals and the Office of the Australian Information Commissioner are notified as soon as practicable.

16. Children

The website is not directed at children, and we do not knowingly collect personal information from a person under sixteen years of age. Where we become aware that such information has been collected, it is deleted.

17. Changes to this policy

This policy is reviewed at least annually and may be updated to reflect changes to our practices or to the law. The current version is always published on the website, and the effective date appears at the front of this document.

18. Contact

Questions, requests and complaints about this document may be directed to the contact details published on the website:

- Contact name is John Smith, Aussie Kohi.
- Postal address is 123A George Street, Perth, Western Australia 6000, Australia.
- Email address is the address published on the contact page of aussiekohi.coffee.
- Telephone number is the number published on the contact page of aussiekohi.coffee.

Because this is a student exercise, the contact details on the website are placeholders and are not monitored.