



OzCook Catering

Policies and Procedures Library

Updated: 02-01-2026 Review period: Every two (2) years Location: OzCook Catering document library

PRIVACY POLICY

About this policy

Purpose

OzCook Catering respects customer privacy and is committed to protecting personal information collected during business operations.

This policy aims to:

- protect customer information
- support responsible handling of digital records
- maintain customer trust
- support compliance with Australian privacy legislation.

Application

This policy applies to all customer information collected through catering bookings, communication, payments and marketing activities.

Authorisation and review

This policy is authorised by the business owner of OzCook Catering and will be reviewed every two (2) years or as required.

Location

This policy is maintained within the OzCook Catering document library.

Related procedures

Customer information

Customer information may include:

- names
- phone numbers
- email addresses
- event details
- dietary requirements.

Use of information

Customer information will only be used for:

- catering bookings
- event communication
- invoices and payments
- approved marketing communication.

Data protection

- Password protection must be maintained on digital systems.
- Customer information should only be accessed by authorised persons.
- Customer records should be stored securely.

Marketing communication

- Customers must provide consent before receiving marketing communication.
- Customers may request removal from newsletters or promotional communication.

Third-party sharing

Customer information must not be shared externally without customer consent unless legally required.

Responsibilities

Business owner

The business owner is responsible for:

- maintaining secure information systems
- monitoring privacy compliance
- protecting customer information.

Workers and contractors

Workers and contractors are responsible for:

- maintaining confidentiality
 - protecting customer information
 - reporting privacy concerns immediately.
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