



# Martha's Peruvian Chilli Privacy Policy

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## Who we are

Martha's Peruvian Chilli is a small, family owned and run company operating out of Brisbane, Qld, Australia. Our sole purpose is to bring to people the enjoyment of tasting amazing flavours and to do this we need to be able to get our product to you, our customers.

## What Personal Information We Collect

We will only collect personal information required to complete the sale and delivery of our product(s). This is limited to your:

- name,
- delivery address, and
- preferred contact telephone number.

## How We Collect Your Personal Information

We will only collect your personal information from you directly. This can be face to face at market stalls, via email or over the telephone.

## Why We Collect Your Personal Information

We only collect your personal information in order to provide you with our products.

## Who We Disclose Your Personal Information To

We may disclose your personal information to others for the purposes specified in the above section. This may include disclosure to:

- delivery companies.

Note that we will never sell any information we collect about individuals to anyone else.

## Access to Your Personal Information

You can contact us to access and update the personal information we hold for you either [via email](#), or in writing to Martha's Peruvian Chilli, PO Box 3503, Newmarket, QLD, 4051.

At your request, we will remove all of your personal information that we have, including emails containing your personal information (e.g. delivery address).

## Complaints

You can contact us to lodge a complaint if you feel we have not handled your personal information in accordance with this privacy policy or the law. We will review your complaint and contact you directly in the first instance.

- Write to us at Martha's Peruvian Chilli, PO Box 3503, Newmarket, QLD, 4051 or
- [Contact us via email](#) to register your complaint.

At your request, we will remove all of your personal information that we have stored, including emails containing your personal information (e.g. delivery address).

## Website Tracking

We use third-party e-commerce services (Square) to help us take customer orders. We understand that Square uses website tracking technology to allow them to improve their service. Where possible we have disabled the collection of tracking information. We do not perform tracking of users on the <https://marthasperuvianchilli.com.au> website.

## Email

We retain the content of any email that you send to us, along with any email we send to you for record keeping purposes, for 12 months. In 2021 we ceased using Google's gmail email service due to the fact that we were not comfortable with Google scanning the contents of all emails to provide advertising services. We use [Protonmail](#), a Swiss based email provider focused on privacy. Emails you send to us are encrypted and the contents are not scanned for advertising purposes.

We will remove emails where they contain your personal information (e.g. delivery address) if requested.