

## ***PRIVACY POLICY***

River Gum Vineyard is committed to protecting any personal information we collect. We will always comply fully with the National Privacy Principles set out in the Privacy Act 1988 (the Act), as they apply to us. We will only collect, use or disclose personal information in accordance with the Act and this Privacy Policy.

This privacy policy covers all "personal information" we hold, that is, information, or an opinion, about an individual, whose identity is apparent, or can be reasonably ascertained, from that information or opinion.

### Contact

If you have any questions about this privacy policy, or the content or practices of our website, you can contact us at:

Email: [rivergumvineyard@gmail.com](mailto:rivergumvineyard@gmail.com)

Phone: 0413138905

Address: PO Box 6943 Shepparton Vic 3632

### Collection

We only collect information that is necessary for one or more of our functions or activities.

When you place an order with us, or join one of our club programs, we will ask you for the following information:

Name, Date of Birth, Email, Mailing Address, Delivery Address, Phone Number and any special delivery instructions.

This information is provided to our delivery agents, so we can send you your order. We collect date of birth details to verify that you are over 18 years. (We may also need to provide your details to data maintenance providers and call centres).

## Use

From time to time, we advise all or some of our customers of up and coming offers and special events and promotions. If you do not wish to receive these offers, please use one of the following unsubscribe methods:

Click the unsubscribe box on your next email or call us on 0413138905.

If we send offers by mail, we provide your name and postal details to a mailing house. No other information is passed on. The parties using these details are obliged to delete all records immediately after use.

We sometimes employ researchers or consultants to study various aspects of our business. It is possible that a researcher may contact or invite you to participate in a focus group aimed at improving our offers and service. Other consultants may employ database profiling tools, aimed at improving our offers and service. This data will usually be provided in an aggregated form and not as individual entries.

## Third Party Cookie Terms

When you submit feedback or questions via email, or contact us for information about our website, we will request your name and contact details. We use this information to respond to your inquiries.

We do not rent, sell or share any personal information with any third party without your permission, except as set out in these conditions.

## Promotions

When we conduct promotions, we will ask for contestants' name, address, date of birth and email address so we can administer the contest and notify winners, we usually publish winners' details and add contestant names to our marketing database.

## Access to Records

You can request not to receive a particular type of communication from us or you can withdraw from our wine club altogether at any time. Please contact us, using the information above if you wish to do this.

We are also happy to provide you with details of all your personal records at your request. There are certain exemptions that may apply to the provision of that information. We may charge an administration fee for granting access to information.

To contact us regarding your personal information, please use one of the methods above. We will ask you to confirm your identity before providing your information. Personal information will be managed confidentially and securely, being destroyed appropriately when no longer required.

### Website Security

Our goal is to protect the security of the personal information that we collect. All communications through our website occur in a secure environment using the latest technology.

We will also monitor and implement appropriate technical advances or management processes in order to safeguard your personal information.

We use 'cookies' (a small amount of information sent from our server to your computer) to enhance the performance of the website. These are mostly 'session based' and do not stay on your computer permanently, although they can be used to retrieve certain information, you previously provided us, so that we do not need to re-enter this information every time you use our website.

We track our customers movement around the website for our own website research and improvement purposes only. No other personal details are collected from this research. This is not used to create customer profiles.

### Other Websites

Where our website contains links to other websites, we are not responsible for the privacy policies or the content of those websites.