**Privacy Policy**

**HER Food and Wine Club**
**ABN: 74 798 228 525**

**Background**

This Privacy Policy outlines how HER Food and Wine Club (“we”, “our”, “us”) collects, uses, discloses, and manages your personal information when you visit [www.herfoodandwineclub.com](http://www.herfoodandwineclub.com), interact with us via our official social media platforms, or purchase a membership, product, or service from us.

We are committed to respecting your privacy and complying with the Australian Privacy Principles (APPs) under the **Privacy Act 1988 (Cth)**. This Privacy Policy forms part of our ongoing commitment to protecting your personal information.

A copy of the APPs can be obtained from the Office of the Australian Information Commissioner: [www.oaic.gov.au](https://www.oaic.gov.au)

Please note: Nothing in this Privacy Policy constitutes a voluntary submission to international privacy laws where we are not legally obligated to comply.

**What Is Personal Information and Why Do We Collect It?**

**Personal Information** refers to data that identifies an individual. Examples we may collect include your:

* Full name
* Email address
* Phone number
* Postal address
* Payment details (for memberships and purchases)

We collect this information through various means such as email correspondence, online forms, event registrations, social media interactions, and cookies on our website.

We collect your information primarily to:

* Provide and improve our services
* Communicate updates, events, and offers
* Administer memberships and billing
* Manage customer support
* Conduct internal research and analytics

We may also use your information for related secondary purposes that you would reasonably expect, such as responding to your feedback or improving our member experience.

**Marketing**

With your consent, we may send you occasional emails or messages about upcoming events, partner perks, or exclusive member offers. You can unsubscribe at any time via the link in our emails or by contacting us directly.

We may also invite you to participate in surveys to help improve our services.

**Sensitive Information**

We do not usually collect **sensitive information** (as defined in the Privacy Act), such as your religious beliefs or health records. If we do, it will only be:

* With your explicit consent,
* When required by law, or
* When directly related to the services we provide to you.

**Third Parties**

Where practicable, we collect personal information directly from you. In some cases, we may receive it from third parties, such as marketing platforms or event booking systems. We take reasonable steps to ensure you are made aware when this occurs.

**Disclosure of Personal Information**

We may share your personal information with:

* Our employees or contractors
* Third-party service providers (e.g., payment processors, marketing platforms)
* Legal or regulatory authorities, when required
* Our professional advisers (e.g., legal or accounting services)

We may also share de-identified information for research or analytical purposes.

**Overseas Disclosure**

While we do not intentionally send your personal information overseas, some third-party service providers (e.g., cloud storage providers) may store data in international data centres. We only engage providers that have appropriate security and privacy safeguards.

**Security of Personal Information**

We take reasonable steps to protect your information from loss, misuse, or unauthorised access. Personal information is stored securely, and when no longer required, is either destroyed or de-identified in line with Australian regulations.

Client information may be retained for a minimum of seven years, as required by law.

**Access to Your Personal Information**

You may request access to or correction of the personal information we hold about you. We may ask you to verify your identity before processing your request.

Access may be refused in limited circumstances, such as:

* When required by law
* When disclosure would infringe on another individual’s privacy
* When the request is deemed frivolous or vexatious

Please email us at her@herfoodandwineclub.com for access requests.

**Maintaining Accuracy**

We aim to keep your information accurate and up to date. Please contact us promptly if your details change or if you believe we hold incorrect information.

**IP Addresses and Cookies**

Our website may collect your IP address and use cookies to enhance your browsing experience. Cookies help us:

* Remember your preferences
* Track usage trends
* Provide relevant content and marketing

You can disable cookies in your browser settings, though this may affect site functionality.

We may also use trusted third-party tools such as:

* **Google Analytics** – to understand how our website is used
* **Google Ads** – to provide relevant promotions
* **Social Media Plugins** – to improve sharing and engagement

By using our website, you consent to such use. To opt out of Google Analytics tracking, you can use the Google Analytics Opt-out Browser Add-on.

**GDPR (for EU Users)**

Although HER Food and Wine Club does not target services to the European Union, we aim to handle any data collected from EU citizens in accordance with the **General Data Protection Regulation (GDPR)**, including rights to access, rectify, or delete personal data.

If you are an EU resident and wish to exercise your rights, please contact us.

**Australian Assistance and Access Legislation**

Australian law may require us to disclose data to government agencies under certain legal frameworks, including without notification to you. By using our website and services, you acknowledge this and release us from any resulting liability.

**User Security**

We recommend users take appropriate online security measures. For helpful guidelines, visit:

* [business.gov.au – Cyber Security](https://www.business.gov.au/Risk-management/Cyber-Security)
* [Australian Cyber Security Centre](https://www.cyber.gov.au)

**Policy Updates**

We may amend this Privacy Policy from time to time. Any changes will be published on our website. Continued use of our services after changes are posted indicates your agreement to the revised policy.

**Complaints and Enquiries**

If you have any concerns or questions regarding our Privacy Policy or your personal information, please contact:

**HER Food and Wine Club**
**Email:** her@herfoodandwineclub.com
**Website:** www.herfoodandwineclub.com.au