

HOFER FAMILY WINE PRIVACY & DISCLAIMER

PRIVACY STANDARDS

Hofer Family Wines is committed to protecting your personal information and informing you of the type of information collected and how this information is used. Our Policy is based on the National Privacy Principles, developed by the Office of the Australian Federal Privacy Commissioner which came into effect 21 December 2001. We intend to comply with guidelines or laws introduced in Australia to strengthen protections for your privacy.

COLLECTING INFORMATION ABOUT YOU

The amount of information we collect depends on your use of our website. The only personal information we collect is through surveys and registrations. Personal information is for research to improve our site and services offered. Data is analysed for trends and statistics, for example which parts of our site users are using and for how long. Information is compiled and analysed on an aggregated basis. Aggregated information maybe shared with our content providers to assist in understanding our services but we do not give our content providers aggregated information that would allow them to identify you personally.

USE OF 'COOKIES'

Some pages found on our website use 'cookies' to help us remember who you are. Cookies are small pieces of information that are stored by your browser on your computer's hard drive for record-keeping purposes. Cookies help us to provide you services and features that are tailored to your needs every time you visit our website. Cookies do not personally identify users, they do identify a user's browsers. Cookies simply operate as a unique identifier. Cookies allow for website improvement and provide you with personalised service. Most web browsers are set to accept cookies. If you do not wish to receive cookies your browser maybe set to refuse them. This means you may not have access to use certain features on our website and you may be required to re-enter your password more frequently during a session.

USE AND DISCLOSURE OF PERSONAL INFORMATION

Information about you will not be disclosed by Hofer Family Wines without your consent unless legally required to do so or if we consider it necessary to

- ◆ provide you with the service you have requested;
- ◆ protect the rights and/or property of Hofer Family Wines any user of Hofer Family Wines or any member of the public;
- ◆ lessen or prevent a serious threat to a person's life, health or safety. We will seek to take all reasonable steps to keep any information we hold about you secure, accurate and up to date. Your information is stored on secure servers that are protected in controlled facilities;
- ◆ Hofer family Wines will take all steps to ensure the confidentiality of all personal information held. Please contact us immediately if there is any unauthorised use of your account or any other breach of security. Hofer Family Wines does not accept responsibility for any consequences of the unauthorised access to your information.

QUERIES & CONCERNS

Customers are very valuable to us. If you have an inquiry relating to privacy or our Terms of Use, our website or a general complaint please contact us. We take all customer communications seriously and will work to address your concerns in the shortest possible time.

MORE ON PRIVACY

More information about privacy in Australia and the protection of your personal information is available on the Australian Federal Privacy Commissioner's web site.

PRIVACY RECOMMENDATIONS

We recommend always closing your browser upon leaving the website, especially if you share a computer or use a computer in a public place to ensure that others cannot access your personal information and correspondence. You are responsible for the security of and access to your own computer. We recommend you ask questions prior to disclosing personal information to anyone. You are solely responsible for maintaining secrecy of your username, passwords and account information.