

Privacy Policy

1. INTRODUCTION

Dellavedova Fertilisers Pty Ltd (DF) (ABN 71634407480) is an agricultural services and products provider based in Central Victoria. This Policy applies to DF and each of its subsidiaries ('DF', 'we', 'our', 'us'). DF is committed to maintaining an exemplary level of professionalism in all aspects of their operations, products and services. DF recognises the importance of confidentiality in relation to customer privacy. This policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Information Privacy Principles (IPPs) contained in the Privacy and Data Protection Act 2014 (Vic) (PDP Act). The IPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the PDP Act may be obtained from the website of Victorian Legislation at www.legislation.vic.gov.au.

Please read this Privacy Policy carefully and contact us using the details set out below if you have any questions.

By providing us with personal information or continuing to use our services, you indicate that you have had sufficient opportunity to access this Privacy Policy and that you have read and accept it and consent to the collection, use, holding and disclosure of your personal information in accordance with this privacy policy.

If you do not wish to provide personal information to us, then you do not have to, however this may affect our ability to provide you with our services.

This policy contains important information about:

- how we comply with laws relating to personal information;
- collecting personal information (including sensitive information and credit information);
- storing, using and disclosing personal information;
- accessing, correcting or updating your personal information;
- credit reporting;
- internet privacy;
- changes to this policy; and
- our Privacy Contact.

By using our website or submitting your personal information to us, you consent to us collecting, storing and using your personal information in the manner set out in this policy.

2. HOW WE COMPLY WITH THE LAW

We are subject to laws in the countries in which we operate. This policy explains how we handle personal information in accordance with those laws.

This policy does not apply to our acts and practices directly related to personal information about our current or former employees and their employment relationship with us.

"Personal information" is used in this policy to refer to information or an opinion about an identified individual or an individual whose identity can reasonably be ascertained from the information, whether or not the information is recorded in a material form and whether or not the information is true. Personal information will also include sensitive information and credit information.

3. TYPES OF PERSONAL INFORMATION WE COLLECT

The types of personal information we collect may include:

- identity data (including first, middle and last name, 'nick' name or similar identifier);
- contact data (including postal, residential and trading address, email address, telephone numbers);

- transaction Data (including details about payments to and from you and details of products you have purchased from us);
- other customer specific data (including but not limited to, vehicle information such as registration and model, scientific information from soil or plant sampling, meta data associated with sampling, any photographic imagery taken for quality assurance purposes or as requested by you).

4. HOW WE COLLECT PERSONAL INFORMATION

This Personal Information may be obtained during any interaction you have with us (for example, by telephone or email enquiry, credit application, transactions, providing services for you, etc.). We will also collect information from third parties if it is unreasonable or impractical to obtain certain information from you directly. Information collected from third parties may include credit reports provided us however permission to obtain sensitive information, such as a credit report, will be requested prior to initiating the process. If it is determined that false or misleading information has been provided to us by you, we will investigate the information using all legal means as required.

5. STORING, USING AND DISCLOSING PERSONAL INFORMATION

We will take reasonable steps to store personal information in a secure environment to protect it from misuse, unauthorised access, modification or disclosure. We will also take reasonable steps to securely destroy or de-identify personal information when it is no longer required for the purposes for which we collected it or for legal requirements.

However, no network, including the internet, is entirely secure. Accordingly, we cannot be responsible for the loss, corruption or unauthorised acquisition of personal information you provide via the internet, including information provided to this website, or for any resulting damage.

We will use personal information only for the purpose for which it was collected or for related purposes permitted by law. We will not sell, rent or trade your personal information without your consent.

In the normal course of our business operations we may disclose personal information to related bodies corporate and other companies engaged to perform services for us, including consultants, IT and internet service providers. In the event we sell or transfer all or a portion of our business or assets, we may disclose personal information to the purchaser of the business or those assets. We require any person or company to whom we disclose personal information to restrict their use of such information to the purposes for which it has been provided and not to disclose that information to others. However, except as required under law, we will not be responsible for any damage to you caused by the failure of unaffiliated third parties to honour their privacy obligations to us.

We maintain appropriate safeguards to protect your personal information from accidental, unlawful or unauthorised access, disclosure or use.

6. ACCESSING, CORRECTING OR UPDATING YOUR INFORMATION

We will take reasonable steps to ensure that the personal information we collect, store or use is accurate, complete and up-to-date. You may access personal information that we hold about you and where appropriate you may request that it be corrected. If you wish to review your personal information please contact us. We will allow access or make the correction unless we consider the law permits or requires us to withhold the information, or not make the correction.

There is no charge for requesting access to personal information but we may require a person making such request to meet our reasonable costs in providing the access.

It is the obligation of the person whom provided Personal Information for the purpose of engaging our services to ensure that the information is true and correct, is not misleading in any manner and furthermore that we are informed by this person (or elected representative) of any change to the information that we were provided, at the earliest reasonable opportunity.

7. WHY WE COLLECT PERSONAL INFORMATION

We collect your Personal Information for the primary purpose of providing our services to you. Personal Information that is required for us to provide products or services to you will be collected. We require Personal Information from about yourself and the company under which you may trade so as to certify that our business operations are conducted within the governing law and to safeguard our business from potential exposure, both financial and legal, that may arise from continued business transactions between ourselves and the entity with which we are trading.

8. SENSITIVE INFORMATION

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Dellavedova Fertilisers Pty Ltd generally does not collect sensitive information from its customers as part of business operations. On occasions where sensitive information is gathered, it will only be used:

- if required by us for the primary purpose of us providing products or services to you;
- for a secondary purpose that is directly related to the primary purpose, such as product preference;
- with your consent; or where required or authorised by law.

9. THIRD PARTIES

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

10. DISCLOSURE OF PERSONAL INFORMATION

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

11. POLICY UPDATES

This Policy may change from time to time and is available on our website.

12. PRIVACY POLICY COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about our Privacy Policy please contact us at:

Telephone: (03) 5461 2888

Email: admin@dellfert.com.au

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