

## **Mount Warning Spring Water - Privacy Policy**

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This Privacy Policy explains how Mount Warning Spring Water Pty Ltd (and any other subsidiary that may be acquired now or in the future) (“Mount Warning”) collect, store and use your personal information in accordance with the *Privacy Act 1988* (Cth) (“Privacy Act”).

### ***What kind of personal information do we collect and hold?***

We will only collect your personal information if you subscribe to our newsletter or make an enquiry through our website in relation to the products that we provide.

We will only collect the following information, with your express consent:

- Your name and email address; and
- Information regarding the products or services you have ordered or enquired about.

### **Do I have to give you my personal information?**

No, you do not have to give us any personal information. However, if you choose not to, we may be unable to provide you with information about the products and/or services you have enquired about.

### **How do we collect the information?**

We collect personal information directly from you, through:

- Forms you submit on our website (for example, online enquiry forms, signing up to our mailing list);
- Other communication we have with you, which may include meetings, telephone conversations, paper forms and other documents you give us; and
- Your contact with our customer support team.

### **How do we store the information?**

Personal information is stored:

- In our possession, both electronically (for example, on our computers) and physically (for example, in our office); and
- On the secure data servers of our website hosting service provider, which is a third party; and
- In our email database software (we use a third party known as Mailchimp). You can unsubscribe/opt out at any point either via the emails we send to you or by contacting our Privacy Officer directly (See contact details at the bottom of this document).

All personal information is securely stored. Personal information is only accessible by a limited number of individuals with special access privileges, who are required to keep the information confidential in accordance with this privacy policy.

### **How is the personal information used or disclosed?**

We respect the privacy of personal information and will keep it confidential in accordance with this Privacy Policy and the Privacy Act.

We collect, hold, use and disclose personal information for:

- Providing and contacting you about the services and products to you that you have enquired about, requested or purchased;
- **We do not** disclose personal information to overseas recipients or to other organisations for direct marketing purposes.
- We may contact you for marketing purposes and promotional offers. If you do not wish to receive marketing and promotional communications from us, you may choose to opt out by following the instructions in such communications or by contacting our Privacy Officer (See contact details at the bottom of this document).

We may also disclose your personal information if disclosure:

- Is authorised by you in writing;
- Could be reasonably expected by you;
- Is required or authorised by law or a court/tribunal order;
- Is reasonably necessary to enforce our legal rights or to defend against any claims; or
- Is permitted by another exception in the Privacy Act.

However, any such disclosure will be limited to what is necessary for these purposes.

#### **How can I access and correct my personal information?**

You have a right to request access to any personal information we hold about you. You may also request that we correct any mistakes in your personal information. If you make a request, we may contact you to confirm your identity first.

To request access or correction, please contact our Privacy Officer. (See contact details at the top of the page.)

#### **What if I have a complaint or a question about my personal information or this privacy policy?**

If you have any complaints or questions about our privacy policy or how we handle your personal information, please contact our Privacy Officer.

Our Privacy Officer's contact details are:

Phone: 1300 236 227

Email: [tessa@mountwarningspringwater.com](mailto:tessa@mountwarningspringwater.com)

Post: 2574 Kyogle Road, Uki, NSW, 2484, Australia

We will investigate all complaints promptly and will contact you for further information if required. We will consult all parties involved and inform you of the outcome.

If you are not satisfied with our response, you may submit your complaint to the Office of the Australian Information Commissioner (OAIC):

Phone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Post: GPO Box 5218, Sydney NSW 2001

Download a complaint form from the OIAC website: <http://www.oaic.gov.au/>

More information about the *Australian Privacy Principles* is available at the OIAC's website: <http://www.oaic.gov.au/privacy/privacy-act/information-privacy-principles>.