

# Privacy Policy

# Rokewood

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*Rokewood Vineyard is committed to the Australian privacy legislation in the way that it collects, uses, secures and discloses personal information. The Commonwealth Privacy Act 1988 requires companies to comply with the National Privacy Principles and this document describes Rokewood's Privacy Policy.*

## **The information we collect**

We lawfully collect personal information that is necessary for our business to function. This information will include your name, address and contact details.

## **Information derived from communications between us and you**

The use of the facilities and services available through our website will determine the amount and type of information that we collect. The only personal information we collect when you use our website is what you tell us about yourself; eg by completing a form when you purchase products from us or if you email us with an enquiry.

## **How we use your information**

We use the information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required to by law. Generally we will only use and disclose your personal information –

- To establish and maintain your relationship as a customer of Rokewood;

- To provide the products and services you have requested from Rokewood;
- To administer and manage those products and services;
- To answer your enquiry;
- For direct marketing by email regarding discounts and updates *only on products or services which you have specifically requested to be kept informed of*;
- If you at any time receive any communication from Rokewood which you would not like to receive, please contact us and we will remove your name from our mailing list.

### **Access to your personal information**

In most cases, you can gain access to the personal information that Rokewood holds about you, subject to some exceptions allowed by law.

If you would like to check or amend your contact details, please contact us. We will deal with all requests for access to personal information as quickly as possible.

### **Security**

Rokewood will take reasonable steps to keep secure any personal information which we hold and to keep this information accurate and up to date. Personal information is stored in secure files.

The internet is not always a secure method of transmitting information. Accordingly, Rokewood cannot accept responsibility for the security of information you send to, or receive from us over the internet or for any unauthorised access or use of that information.

### **Changes to this Privacy Policy**

It may be necessary for us to review and revise our Privacy Policy from time to time. An amended version will be posted on our website at [www.rokewoodwines.com.au](http://www.rokewoodwines.com.au). We suggest that you visit our website regularly to keep up to date with any changes.

### **Contact Us**

If you would like further information, or have any queries, problems or complaints in relation to this Privacy Policy or our information handling practices in general, please contact us on [enquiries@rokewoodwines.com.au](mailto:enquiries@rokewoodwines.com.au).