

# TANBY GARDEN CENTRE

## Privacy Policy

### 1. Respecting your privacy

Tanby Garden Centre is committed to respecting your privacy and compliance with privacy laws which set out standards for the management of personal information.

### 2. What kinds of personal information do we collect and hold?

The personal information we might collect and hold is what is reasonably necessary for our business functions and activities. When we collect and hold personal information, it is of the following kinds:

- your personal details such as your name, addresses, telephone numbers, age and gender;
- your customer reference number or loyalty number;
- whether you have taken up any other offerings we may have either now or in the future, such as membership of any club or financial services items or mobile applications;
- any rewards and redemption details applicable to your membership of our loyalty program; and
- whether you have a connection with others whose personal information we may collect or hold, for example family members who may be linked to your loyalty program membership;
- what, how and when you buy from us or have expressed an interest in buying from us;
- your stated or likely preferences, for example whether you may be interested in particular products or promotions.

Depending on the nature of your dealings with us, we may collect and hold other types of personal information. For example, information collected and held via our financial systems about the debit or credit card you might use for your purchases from us.

### 3. How do we collect and hold personal information?

When we collect personal information about you, we do so by making a record of it. We do this when:

- you register with us, for example to create an account, to become a member of our loyalty program or to send you information;
- you communicate with us online;
- you take part in our promotions, competitions, testimonials, surveys or focus groups;
- you deal with us in other ways involving a need for personal information to be provided such as when you make a lay-by or contact us by phone. The personal information we collect and hold about you is from your direct dealings with us. We do not collect information from third parties.

Personal information we hold is generally stored in computer systems. These may be operated by us or by our service providers. In all cases, we shall endeavour always to use only highly trusted providers and to minimise risk of unauthorised access to, and loss, misuse or wrongful alteration of, personal information.

### 4. Why do we collect, hold, and use personal information?

If we use your personal information, it will be primarily to sell and promote our goods and services to you and to improve on the range of our offerings. For example:

- to learn of your likely preferences so that we may promote our goods and services to you in a way which may be of most interest to you; and
- to assist in investigating your complaints and enquiries.

When marketing to you, your personal information is only ever used for our purposes, it is not given or disclosed to other parties. You may opt out of our direct marketing to you. Our direct marketing materials will tell you how to do this.

### 5. How can you enquire about, access and correct your personal information?

We will be able to view the personal information we hold about you (except in limited circumstances recognised by law). Before we provide you with access to your personal information we may require some proof of identity. If the personal information we are holding is incorrect please contact us so that we can make the necessary changes.

### 6. How can you complain about our management of personal information?

If you wish to complain about a breach of the privacy rules that bind us you may contact the Manager. We may ask you to put your complaint in writing and to provide details about it. We may discuss your complaint with our personnel and our service providers and others as appropriate. We will investigate the matter and attempt to resolve it in a timely way. We will inform you in writing about the outcome of the investigation. If we do not resolve your complaint to your satisfaction and no other complaint resolution procedures are agreed or required by law, we will inform you that your complaint may be referred to the Privacy Commissioner for further investigation and will provide you with the Commissioner's contact details.

### 8. Updates

This privacy policy is current at the date below. We may change it periodically. If we propose to change this policy, notification will be posted on [www.tanbygardencentre.com.au](http://www.tanbygardencentre.com.au).

### 10. More information

More information about privacy law and privacy principles is available from the Privacy Commissioner. ([www.oaic.gov.au](http://www.oaic.gov.au))