

PRIVACY POLICY

Privacy Policy

Hastings Co-operative Limited (ABN 86 601 035 121) is committed to the protection of personal privacy within the scope of applicable law. This Privacy Policy covers our treatment of personal information that we collect, use and disclose.

We may update this Privacy Policy from time to time. The most current version will be located on our website, and is also available by contacting our Corporate Officer by email or at the address detailed below.

By, providing any personal information to us, either directly or electronically, you consent to the collection, use and disclosure of your personal information as set out in this privacy policy.

Types of personal information collected

The types of personal information that we collect and hold will vary depending on your dealings with us.

This information may include any or all of the following;

- Name, address(es), telephone numbers(s) and other contact information;
- Financial information in support of an account application;
- Electronic addresses, including but not limited to email, Facebook, Twitter, Instagram, Facetime;
- Payment information (such as credit card and bank details)
- Other personal information required to provide our services; and
- Transaction details relating to your use of our products, services or benefits.

We will not collect *sensitive information** from you or any third party.

From time to time, you may provide us, and we may collect from you, personal information of a third party (for example, for delivery purposes). Where you provide the personal information of a third party, it is your responsibility to ensure that those persons are aware of this privacy policy, understand it and agree to accept it.

You do not have to provide us with any personal information, however, if you do not do so we may not be able to provide you with the products, services or benefits you have requested.

How we collect personal information

Generally, we collect personal information directly from you, such as;

- When you submit information through our website;
- In person;
- In the course of us providing you with a requested product, service or benefit; or
- When you have other dealings with us.

We collect personal information through;

- Direct contact with us;
- Our business partners; and
- Third parties who supply services to us.

Why we collect, use and disclose personal information

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

We will collect personal information for the following purposes:

- To establish and maintain your relationship with us;
- To provide products or services you have requested from us; or
- To answer any inquiry, you make.

We may also disclose your personal information to third parties who work with us in our business to provide, promote or improve the products or services you have requested or are interested in, such as;

- Manufacturers and suppliers; couriers and delivery contractors;
- Marketing consultants and promotions companies; website hosts; and
- Consultants and professional advisers.

Direct marketing

We will also use and disclosure your personal information to send direct marketing to you from;

- Us;
- Third parties who provide services to us.

The direct marketing may relate to:

- Our products and services;
- The products and services of other parties;
- Promotions run by us and/or third parties;
- New developments we believe may be of interest to you.

You may opt out of receiving this direct marketing through the unsubscribe function that will be available to you with each direct marketing communication.

We will not sell our direct marketing database to any outside organisation.

How we store and protect personal information

We store personal information in a combination of computer storage facilities, paper based files and other records. In so doing, we have taken numerous steps to protect your personal information from misuse, interference and loss, and unauthorised access, modification or disclosure.

Additionally, we take reasonable steps to destroy or permanently de-identify personal information when we no longer need it.

The internet is not a secure method of transmitting information. Accordingly, other than where we use secure socket layer technology (SSL) to ensure information is securely transmitted and processed, we cannot and do not 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.

Sharing of personal information

To make it easy for you to deal with all of the Co-op businesses and to provide you with a seamless retail experience we may share information about you between our own Co-op businesses as well as service providers engaged by the Co-op including data processing, credit reporting, information technology management, legal, accounting, business consulting, marketing, research, auditing, archival, delivery, security, mailing services and government organisations.

Third parties to whom we disclose personal information may be located in Australia or overseas. We take steps to ensure that all service providers are obliged to protect the privacy and security of your personal information in accordance with Australian Privacy Principles.

How you can access your personal information

We will take reasonable steps to make sure that the personal information we collect use or disclose is accurate, complete and up to date. If your personal details change, such as your address or phone number, please contact our Corporate Officer by email or at the address detailed below.

At your request, we will provide you with a copy of any personal information which we hold about you, unless an exception under the Privacy Act 1988 applies. We may charge a fee for retrieving this information in which case we will inform you of the fee and obtain your agreement to that fee before providing the information.

We will promptly acknowledge and investigate any complaint about the way we manage personal information.

Cookies

Our website may use cookies to track user traffic patterns to better serve you when you revisit our website. A cookie is a small data file that a website may write to your hard drive when you visit it. A cookie file can contain information, such as user ID which the website uses to track the pages that you have visited. You can refuse all cookies by turning them off in your browser. However, full functionality of our website may require the use of cookies.

Information is also generated whenever a page is accessed on our website that records information such as the time, date and specific page. We collect such information for statistical and maintenance purposes that enables us to continually evaluate our website performance.

How to contact us or make a complaint

If you have any questions about this Privacy Policy, if you wish to update information we hold about you or if you wish to make a complaint about our collection, use or disclosure of your personal information under this privacy policy, please contact:

**The Corporate Officer
Hastings Co-operative Limited
Level 1, 9-13 High Street
Wauchope NSW 2446**

Email: admin@hastingscoop.com.au

We will take reasonable steps to remedy any issues resulting from our failure to comply with our privacy obligations.

Version updated [May 2017]

- *Sensitive Information is a subset of personal information and is defined as: "Information or opinion about an individual's race or ethnic origin, political opinions, member of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of trade union, sexual preferences or practices or criminal record.*