

Wye Nursery Privacy and Confidentiality Policy

Your privacy is important to Wye Nursery

Wye Nursery values your privacy and recognises the trust you are placing in us through your dealings with us. We are committed to the protection of your personal information. Our policies comply with our obligations under the National Privacy Principles that form part of the Privacy Act 1988 and are intended to protect your privacy in respect of any personal information that you may provide to us.

We promise that Wye Nursery will always handle your personal information securely and with care. We comply with Australian privacy laws and inform our staff of their obligations.

What personal information Wye Nursery generally collects and why:

Why we collect information from you The information we collect enables us to deliver products or services to you including your purchase, improve your customer experience and saves you time re-entering details each time you purchase from us. We may also collect information for purposes including to:

- better understand your requirements and preferences;
- improve our service;
- protect against fraud or theft; and
- provide offers that are of greater interest or benefit to you.

When entering competitions at Wye Nursery, customers provide us with their contact details. Wye Nursery collects these details to contact competition winners, and to inform customers about upcoming Wye Nursery events, activities and promotions.

On the competition entry form, customers are given the opportunity to indicate that they do not wish to receive any such further promotional material from Wye Nursery.

Website

Web City Hosting collects your IP address, browser type and operating system on each visit to every page on this site on our behalf. This information is used ONLY for internal statistic tracking purposes and is never shared with other entities outside Wye Nursery unless required by law enforcement. Your name and other information is NOT collected unless you specifically provide it.

E-Mail

Wye Nursery does not send bulk e-mail messages, or 'Spam'. We only communicate with our current clients, current vendors, current business partners, insurance carriers or other parties that have an interest in becoming clients or business partners. We will, on occasion, send all of our clients a group e-mail when special offers, price changes, software updates or important issues arise. If you believe you have received bulk e-mail from us, or have received a suspicious e-mail that appears to be fraudulent, please contact us so that we can investigate the matter.

All e-mail messages received from our clients and business partners are kept completely confidential and are never shared with parties outside of Wye Nursery without your express permission unless required by law enforcement.

If you do not wish to receive further e-mail communications from us, please click here to e-mail your request. We do not have an automated mail-list system because we send all of our e-mails manually.

Procedure

Who collects the information

Personal information collected about individuals (as described above) may be collected by, or on behalf of, be used by and be disclosed to:

Management, staff members and sub-contractors of Wye Nursery.

We refer to each of these entities in this policy as "us", "we", or "Wye Nursery".

Security

All personal information collected by Wye Nursery is held securely, whether on Wye Nursery's physical files or in Wye Nursery computer systems. This information is only made available to Wye Nursery on a 'need to know' basis.

Wye Nursery reviews its security arrangements regularly, and implements improvements when necessary.

Right of access to your information

You have the right to access, update and correct your personal information held by us. We will take reasonable steps to ensure that personal information is up-to-date, accurate and complete.

If you wish to access, update or correct your personal information held by us, please contact our Administration Officer, whose details appear below.

Changes to our privacy policy

This privacy policy relates to our current privacy standards. From time to time and in line with customer expectations and legislative changes, our privacy policies and procedures will be reviewed and, if appropriate, updated. We will notify you of any changes by publishing the latest policy from time to time at <http://www.wyeenursery.com.au>.

Further information regarding Australian Privacy Legislation

If you would like further information relating to the Australian Privacy Legislation and the National Privacy Principles, please visit www.privacy.gov.au.

Direct Marketing If you do not wish to receive offers from Wye Nursery, please email admin@wyeenursery.com or call the Administration Officer on 02 43571335.

Linked Sites Wye Nursery is not responsible for the privacy practices of sites linked to Wye Nursery via hyperlinks, banner advertising or other means. Please take care at all times to check whose site you are visiting.

Wye Nursery Contact

Please contact Wye Nursery's Administration Officer if you believe:

- Someone has gained access to your personal information by mistake;
- We have breached our privacy obligations or your privacy rights in any way;
- You would like to discuss any issues about our privacy policy.

You can contact the Wye Nursery Administration Officer on (ph) 02 43571335,

via email at admin@wyeenursery.com.au,

or in writing to: Administration Officer, Wye Nursery, 103 Wye Rd, Wye 2259 NSW.