



## Privacy & Credit Reporting Policy

### 1 Privacy & Credit Reporting Policy

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- (a) This is the privacy and credit reporting policy of Tucker's Natural ABN 16 404 192 429 The purpose of this policy is to ensure that any individual who provides information to Tucker's Natural is protected under Australian law, in accordance with the *Privacy Act 1988* (Cth) ('Privacy Act').
- (b) Words defined in the Privacy Act have the same meaning when used in this policy.

### 2 Protecting your privacy

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We seek to protect and maintain the privacy, accuracy and security of your personal information. We will comply with the Australian Privacy Principles ('APPs') in the Privacy Act.

### 3 Collection of information

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#### 3.1 General

- (a) We **may** collect personal information about you such as:
  - (i) Your name, current address, previous address details;
  - (ii) Date of birth and gender;
  - (iii) Email addresses and telephone and or mobile numbers;
- (b) We collect information when you use our website. We do not collect sensitive information about you such as your racial or ethnic origin, political opinions, religious beliefs or affiliations.

### 4 If you do not provide personal information

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The main consequence for you, if some or all of the above personal information is not collected by us is that we may not be able to provide goods or services to you.

### 5 How we collect personal information

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#### 5.1 General

We collect personal information in a variety of ways. We mainly collect information from you when you knowingly provide it to us via our website, when you make a request or enquiry of us or when you join our mailing list.



## 6 Why we collect, hold and use and disclose personal information

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- (a) We collect, hold, use and disclose personal information about individuals when it is necessary for us to carry on our business functions or to comply with laws.
- (b) We may collect, hold, use and disclose your personal information to answer your enquiry or to provide the information or service that you requested.
- (c) We may also collect, hold, use or disclose your personal information:
  - (i) Conduct checks for credit worthiness or fraud;
  - (ii) To enable us to develop, administer and manage our services and business;
  - (iii) To verify your identity;
  - (iv) To customise service to better meet your needs and preferences;
  - (v) For statistical purposes;
  - (vi) For future promotional and marketing purposes including direct marketing;
  - (vii) For research purposes to better improve our websites, products or services;
  - (viii) For other customer support purposes;
  - (ix) To deal with complaints, queries or feedback; and
  - (x) When authorised or required by law.

## 7 Direct Marketing

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Tucker's Natural may send you marketing material. You may choose to "opt-out" of receiving this material by email [info@tuckersnatural.com.au](mailto:info@tuckersnatural.com.au). Tucker's Natural will not charge you any additional cost or in any way disadvantage you for choosing to "opt-out" of receiving marketing material.

## 8 When we may disclose your personal information to third parties

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### 8.1 General

In the course of conducting our business we may provide your personal information to:

- (a) credit providers and credit reporting agencies;
- (b) our related companies;



- (c) an individual's representatives
- (d) government and regulatory authorities; and
- (e) our professional advisers, including our lawyers, auditors and accountants.

We may disclose your personal information to third parties:

- (f) to meet the purpose for which it was submitted;
- (g) if we have your consent to do so or otherwise when we are authorised by law;
- (h) if we are required by law to disclose the information.

Tucker's Natural may exchange personal information with contractors who manage services provided to an individual on Tucker's Natural behalf, or who provide services to Tucker's Natural, including:

- (a) mailing services;
- (b) billing and debt recovery functions;
- (c) marketing functions;
- (d) website, data management and technology services.

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We will not disclose your personal information to overseas recipients.

## 9 Security

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All personal information held by us will be handled and stored in accordance with our obligations under the Privacy Act. We will take reasonable steps to:

- (a) Make sure that the personal information we collect, use or disclose is accurate, complete and up to date;
- (b) Protect the information from misuse, interference, loss or unauthorised access, modification or disclosure both physically and through security methods; and
- (c) Destroy or permanently de-identify the information if it is no longer needed for any purpose.

## 10 Website

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- (a) When you visit our website, we or agencies on our behalf and our internet service provider may monitor and take a record of your visit and log "clickstream data" for statistical purposes such as your server's IP address.



- (b) This privacy policy is strictly limited to the collection, storage and use of personally identifiable information collected by Tucker's Natural, in the course of business, and does not apply to any third parties. We have no control over the privacy practices or the content of any third-party websites, and assume no liability for the privacy practices of these websites.
- (c) Any Link on the Tucker's Natural site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of [www.tuckersnatural.com.au](http://www.tuckersnatural.com.au).

## 11 Privacy

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- (a) At your request we will provide details of the personal information we hold about you. The release of information is subject to some exceptions such as information relating to existing or any anticipated legal proceeding, together with exceptions provided by the Privacy Act.
- (b) Unless unusual circumstances apply, we should provide access to you within 30 days of the request.
- (c) We reserve the right to charge a fee for providing access to your information to your information when permitted by law.
- (d) To protect your personal information, the request to us must be in writing and can be sent by letter or facsimile or email. All correspondence should be addressed to:

Mail: Tucker's Natural  
136 Trimmer Parade  
Seaton SA 5023

Email: [info@tuckersnatural.com.au](mailto:info@tuckersnatural.com.au)

- (e) Our objective is to respond to any request within a reasonable timeframe.
- (f) We also aim to ensure that your personal information is accurate, up to date and complete. Amendment of personal information will be conducted upon written or verbal request from you. You can contact us by writing to the address above to do this.
- (g) If you have provided your personal information online, you can view, modify or delete your personal information at any time by going to the 'Create an Account' area of the site.

## 12 Complaints

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- (a) We are committed to the protection of your privacy and personal information. Complaints you may have about your personal information can be lodged with us by using the contact details above.
- (b) We will attempt to resolve any complaints within 10 working days. If resolution is not possible within this timeframe, we will contact you to



discuss the matter further.

- (c) You also have the right under the Privacy Act to make a complaint to the Information Commissioner.

### 13 Changes to this policy

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This policy is subject to change over time without prior notice. We may amend this policy by updating this posting.

### 14 Copies of this policy

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You can ask us to provide you with a copy of this policy, including a hard copy, by contacting us using the contact details above.