



PRIVACY POLICY

Fetherston Vintners are committed to respecting the privacy of your personal information. This Website Privacy Notice explains our policy for dealing with personal information that we collect through our website www.fetherstonwine.com.au

Throughout this Policy, we refer to your "personal information" which means information which identifies you as an individual or from which your identity can be reasonably ascertained. Your home address and contact telephone number are examples of personal information.

INFORMATION COLLECTED

The information about you which we may collect through www.fetherstonwine.com.au includes:

- information collected when you sign up for our email database which will include personal information such as your name and contact details;
- the content of electronic forms you submit via the Website, requesting us to provide services or information;
- any messages or comments you submit to us via the Website, eg. through an email or "Contact" form;
- information collected when you purchase wine on-line

You may browse some information-only areas of the Website without providing any personal information, however we may not be able to provide the full range of services through the Website if we are not provided with the information outlined above.

In common with many commercial websites we may also collect aggregated information which tells us about visitors to the Websites but not the identity of those visitors. For example, we may collect information about the date, time and duration of visits and which pages of the Website are most commonly accessed. This information is used by us to help to administer and improve our online offering.

WEBSITE COOKIES

HTTP cookies, sometimes known as web cookies or just cookies, are parcels of text sent by a server to a web browser and then sent back unchanged by the browser each time it accesses that server. HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences, how far a page is scrolled and the contents of their electronic shopping carts.

Cookies are also subject to a number of misconceptions, mostly based on the erroneous notion that they are computer programs. In fact, cookies are simple pieces of data unable to perform any operation by themselves. In particular, they are neither spyware nor viruses, despite the detection of cookies from certain sites by many anti-spyware products.

Most modern browsers allow users to decide whether to accept cookies, but rejection makes some websites unusable. For example, shopping baskets implemented using cookies do not work if cookies are rejected.

Fetherston Vintners do not use cookies to store any personal information about our users or customers.

USE AND/OR DISCLOSURE OF INFORMATION

We may share personal information with other organisations with whom we have co-promotional arrangements (and any third parties used in administering those arrangements). We may also share personal information with other service providers including organisations that assist us by providing auditing, consulting, delivery, technology and security services.

In addition to providing our services and information to you, we may use or disclose personal information that we collect about you:

- for the purposes for which it was collected;
- where you have consented to the use or disclosure;
- to maintain our relationship with you;
- to the extent that we are required or authorised by law to do so.

We may also use your personal information to keep you informed of our new wine releases, services, events, developments and other matters. If you do not wish to be contacted for those purposes, please let us know using the contact details set out below. We aim to provide you with information and invitations that we consider may be of interest or relevance to our valued customers.

LINKS

www.fetherstonwine.com.au may, from time to time, contain links to the websites of other organisations which may be of interest to you. Linked websites are responsible for their own privacy practices and you should check those websites for their respective privacy statements.

SECURITY

We use a number of mechanisms to protect the security and integrity of your personal information. Unfortunately, no data transmission over the Internet can be guaranteed as completely secure. So while we strive to protect such information, we cannot ensure or warrant the security of any information you transmit to us and you do so at your own risk. Once any personal information comes into our possession, we will take reasonable steps to protect that information from misuse and loss and from unauthorised access, modification or disclosure.

Some sections of the Website protect your personal information by requiring you to use a password. For your own protection, we require you to keep this confidential.

ACCESS TO INFORMATION

If you wish to request access to any personal information which we hold about you as a result of our information collection practices outlined in this Website Privacy Notice, please contact us using the contact details set out below. Please provide as much detail as you can about the particular information you seek, in order to help us retrieve it.

CONTACT DETAILS

If you have any questions or feedback about privacy, or wish to make a complaint about the way in which we have handled your personal information, you may contact us as set out below:

Fetherston Vintners
1/99a Maroondah Highway
Healesville VIC 3777

Phone: (+613) 5964 6354
Email: info@fetherstonwine.com.au