

Our Privacy Policy

Purpose:

This Privacy Policy outlines how we manage your Personal Information, and trust us we take it very seriously, we make sure everything is in line with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth.). All hail The Act... it governs the way we collect, use, disclose, store, secure and dispose of your personal information. Want further details or a copy jump onto The Office of the Australian Information Commissioner website at www.oaic.gov.au

Scope:

This policy applies to all areas of Springhill Farm, including Internet privacy standards. If you have questions or concerns regarding this policy, please feel free to contact us at:

Email: enquiry@springhillfarm.com.au
Phone: 03 5335 6800

Collection of Information:

Generally, we request information from you to ensure we deliver the best service possible; it's our Primary Purpose and what we are all about! An example of the personal information we may collect include your name, address, email address, and phone number. We can collect this via correspondence, telephone, email, our website www.springhillfarm.com.au, from media and publications, from other publicly available sources, and from third parties.

We won't go rogue, we promise; but sometimes we may also use your Personal Information for purposes closely related to our primary purpose, but only in circumstances where we think you'd reasonably expect such use. Remember, you can always unsubscribe from our mailing lists at any time by contacting us at enquiry@springhillfarm.com.au, we'll be sad to see you go, but rest assure there are no hard feelings.

Pinkie swear, that we won't share your information without your consent, or where required or authorised by law.

Storage of Collected Information:

We know that when you provide us information it's a big deal; that's why we follow accepted industry standards – to make super-duper sure we protect the personal information submitted to us, both during transmission and once we receive it. This includes:

- Making sure your personal information is stored correctly, in a manner that reasonably protects it from misuse, loss and from unauthorised access, modification or disclosure.
- When your Personal Information is no longer needed for the purpose for which it was obtained, we take reasonable steps to destroy or permanently de-identify your information.
- Storing Personal Information is stored in client files which will be kept by us for a minimum of 7 years.

The security of your personal information is important to us. When you enter sensitive information (such as your credit card details) on our site, we (and by we, we mean the

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computer program) encrypts your information using Secure Socket Layer technology (SSL). When Credit Card details are collected, we simply pass them on in order to be processed as required. We do not permanently store complete Credit Card details.

Access to Collected Information:

Your information is yours! If your information changes, or you don't want us to hold information about yourself, you may update or deactivate it by just emailing us at enquiry@springhillfarm.com.au

Third Parties:

We do not provide your personal information to any third party that is not our agent or service provider. We promise not to share any information with third parties for any unknown or unrelated uses.

You want to find out who we have shared your information with just reach out to us at enquiry@springhillfarm.com.au. You can also request that we have your information removed from our agent or service provider, and we'll make sure this happens for you.

Legal:

The legal bit... We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our website or against Springhill Farm.

Links:

Links on our website to external entities are not covered within this policy. We do not guarantee website links or policy of authorised third parties. The terms and conditions set out in this privacy statement only cover the domain name of SpringhillFarm.com.au.

Policy Updates:

We like to keep it a little fresh and from time to time may update this policy but it's always available on our site. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our homepage.

Privacy Policy Complaints and Enquiries:

If you have any queries or complaints about our Privacy Policy, please contact us at: enquiry@springhillfarm.com.au or 03 5335 6800