

# Privacy Policy

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Peppers Australia Pty Ltd understands the importance of your personal privacy. Therefore, we have created this Australian standard Privacy Policy so that you know how we use and disclose your information when you make it available to us under Australia's consumer laws. The Australian Privacy Policy below discloses our practices regarding information collection and usage of our website located at [www.peppersaustralia.com.au](http://www.peppersaustralia.com.au), the related mobile website, and the mobile application (collectively, the "Websites") and the service provided thereon. These platforms are collectively referred to as "online".

This Privacy Policy also extends to any activities associated with the collection of your personal information, at our premises at 553 Grand Junction Road Wingfield, SA and at any external event where Peppers Australia has a physical presence in an official capacity. These locations are collectively referred to as "offline".

By using or accessing the websites and the service, or visiting our fixed and mobile sales locations, you signify your agreement to be bound by this Australian Privacy Policy. If you do not agree to this Privacy Policy you may not access or otherwise use our service or participate in our services, both on and offline.

Key aspects of our privacy practices described in this Privacy Policy include the following explanations:

- The information we collect and why we collect it
- How we use the information we collect
- How we share your information
- The choices we offer

## **Personally Identifiable Information That We Collect:**

We may ask you for, or you may voluntarily submit, personally identifiable information when accessing and/or are using our on and offline Services. The personally identifiable information which you may provide to us could include, but is not limited to:

- Your name
- Shipping Address
- Phone Number
- Email Address
- Your IP address

## Information Usage:

We will only use your personally identifiable information as described below, unless you have specifically consented to another type of use, either at the time the personally identifiable information is collected from you or through some other form of consent from you or notification to you:

- We may use your personally identifiable information to respond to your enquires or requests.
- We may use your personally identifiable information to send you promotional emails and to notify you of updates to an existing service, but we will not provide your personally identifiable information to third parties for them to contact you directly unless otherwise permitted by this Privacy Policy or you provide your consent.
- We may share your personally identifiable information with third parties (collectively, the “Third Party Vendors”) to further the purpose for which you provided such information to us. For example, we may share your information with Automated digital marketing services and postal services such as Australia Post for the purpose of sending promotional and information emails and SMS and for the delivery of purchased goods from our online selling platform(s). We urge you to read the privacy practices of all of our Third Party Vendors before submitting any personally identifiable information through the Service.
- We may disclose personally identifiable information as required by Australian law or legal process.
- We may disclose personally identifiable information to investigate suspected fraud, harassment or other violations of any law, rule or regulation, or the terms or policies for our services or our sponsors.

Peppers Australia Pty Ltd takes no responsibility for any breach of Privacy from third party vendors. The submission of personal data in an online and offline capacity signifies that you accept the privacy policies of the third parties outlined below.

<https://mailchimp.com/legal/privacy/>

<https://auspost.com.au/privacy>

We may transfer your personally identifiable information in connection with the sale or merger or change of control of Peppers Australia Pty Ltd or the division responsible for the services with which your personally identifiable information is associated.

Non-personally identifiable or aggregate information may be used by us for any purposes permitted by Australian law and may be shared with any number of parties, provided that such information shall not specifically identify you.

## Cookies and Similar Technologies:

“Cookies” are pieces of information that may be placed on your computer by a service for the purpose of facilitating and enhancing your communication and interaction with that service. Many services use cookies for these purposes. We may use cookies (and similar items such as clear gifs, web beacons, tags, etc.) on our Service to customize your visit and for other purposes to make your visit more convenient or to enable us to enhance our Service. We may

also use and place cookies (and similar items) on your computer from our third-party service providers in connection with the Service, such as an analytics provider that helps us manage and analyse Service usage, as described more fully below. In addition, our advertisers and business partners may set cookies and similar items on your computer when you use our Service. You may stop or restrict the placement of cookies on your computer or flush them from your browser by adjusting your web browser preferences, in which case you may still use our Service, but it may interfere with some of its functionality. Cookies and similar items are not used by us to automatically retrieve personally identifiable information from your computer without your knowledge.

If you delete your cookies, change browsers or use a different cookie, our cookie (or an opt-out cookie) may no longer work and you will have to reinput (or opt-out) again.

## **Analytics and Conversion Tracking:**

We may use analytics services that use cookies, javascript and similar technologies to help us analyse how users use the Service. The information generated by these services about your use of the Service (including your IP address or a truncated version of your IP address) is transmitted to and stored by analytics service providers on their servers. Those service providers will use this information for the purpose of evaluating your, and other users', use of the Service, compiling reports for us on website activity and providing other services relating to website activity and Internet usage.

We may collect information about your computer, including your IP address, operating system and browser type, for system administration and in order to create reports. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

For example, we use cookies on our site for Google Analytics (the "Analytics Service"). The Analytics Service is a web-based analytics tool that helps website owners understand how visitors engage with their website. The Analytics Service customers can view a variety of reports about how visitors interact with their website so that they can improve it.

Like many services, the Analytics Service uses first-party cookies to track visitor interactions as in our case, where they are used to collect information about how visitors use our site. We then use the information to compile reports and to help us improve our site.

Cookies contain information that is transferred to your computer's hard drive. These cookies are used to store information, such as the time that the current visit occurred, whether the visitor has been to the site before and what site referred the visitor to the web page

The Analytics Service collects information anonymously. They report website trends without identifying individual visitors. You can opt out of the Analytics Service without affecting how you visit our site. For more information on opting out of being tracked by Google Analytics across all websites you use, visit <https://tools.google.com/dlpage/gaoptout>

We may also use Google conversion tracking and/or similar services to help us understand your and other users' use of the Service.

## Automatically Collected Information:

When you access the Service or open one of our HTML emails, we may automatically record certain information from your system by using cookies and other types of tracking technologies. This "automatically collected" information may include Internet Protocol address ("IP Address"), a unique user ID, device type, device identifiers, browser types and language, referring and exit pages, platform type, version of software installed, system type, the content and pages that you access on the Service, the number of clicks, the amount of time spent on pages, the dates and times that you visit the Service, and other similar information. Depending on the law of your country of residence, your IP address may legally be considered personally identifiable information. In Australia you are protected by IP legislation and intellectual property laws.

## Security:

The security of your personally identifiable information is very important to us. When we collect your personally identifiable information online, we use reasonable efforts to protect it from unauthorized access. However, due to the inherent open nature of the Internet, we cannot guarantee that your personally identifiable information will be completely free from unauthorized access by third parties such as hackers and your use of our Service demonstrates your assumption of this risk. We have put in place reasonable physical, electronic, and managerial procedures to safeguard the information we collect. Only those employees who need access to your information in order to perform their duties are authorized to have access to your personally identifiable information. For more information on protecting your privacy, please visit [www.oaic.gov.au/privacy-law/privacy-act/](http://www.oaic.gov.au/privacy-law/privacy-act/)

## Your Disclosures In Blogs And Other Social Media:

You should be aware that personally identifiable information which you voluntarily include and transmit online on the Service or in a publicly accessible blog, chat room, social media platform or otherwise online, or that you share in an open forum such as an in-person panel or survey, may be viewed and used by others without any restrictions. We are unable to control such uses of your personally identifiable information, and by using the Service or any other online services you assume the risk that the personally identifiable information provided by you may be viewed and used by third parties for any number of purposes.

If you login to the Websites and/or Service through your Facebook account, connect to a third party service such as Facebook or Twitter through an icon or link on the Service or otherwise link your Peppers Australia account with a third party service, we may share the contents of your post and associated information (such as your user name, the fact that your connection originated from the Service, and other relevant usage and diagnostic information) with such third party. With your one-time consent, we may also send information about the content you watch and your activities on the Service to such third parties. Once such information is shared, the use of your information will be subject to that service's privacy policy and this Privacy Policy will not apply.

## Other Services:

As a convenience to you, we may provide links to third-party Services from within our Service. We are not responsible for the privacy practices or content of these third-party sites. When you link away from our Service, you do so at your own risk.

## Changes to this Privacy Policy:

We reserve the right, at our discretion, to change, modify, add, or remove portions from this Australian Privacy Policy at any time. However, if at any time in the future we plan to use personally identifiable information in a way that materially differs from this Australian Privacy Policy, including sharing such information with more third parties, we will post such changes here and provide you the opportunity to opt-out of such differing uses. Your continued use of the Service and our services following the posting of any changes to this Australian Privacy Policy means you accept such changes.

## Opt-Out Process:

All unsubscribe, or opt-out requests may be made by clicking the “unsubscribe” link at the bottom of the relevant email, replying with the required SMS unsubscribe code or by forwarding your request to unsubscribe to [admin@peppersaustralia.com.au](mailto:admin@peppersaustralia.com.au). We will process your request within a reasonable time after receipt. However, we are not responsible for, and in some instances, we are incapable of, removing your personally identifiable information from the lists of any third party who has previously been provided your information in accordance with this Privacy Policy or your consent. You should contact such third parties directly. If you would like to update or correct any personally identifiable information that you have provided to us, please email us at [admin@peppersaustralia.com.au](mailto:admin@peppersaustralia.com.au) or login into your online account [<here>](#) and once we confirm your information, we will update such information within a reasonable amount of time.

## Communications with Peppers Australia:

By providing your contact information to us, including, without limitation, your email address, physical address, and phone number to us, you expressly consent to receive communications from us. We may use any of these options to communicate with you, to send information that you have requested or to send information about other products or services developed or provided by us or our business partners, provided that, we will not give your contact information to another party to promote their products or services directly to you without your consent or as set forth in this Privacy Policy.

By using the Service, you expressly consent to receive in-product communications from us (including, without limitation, push notifications on the App).

By providing your phone number to us, you expressly consent to receive phone calls and/or text messages from us. We will not give your phone number to another party to promote their products or services directly to you without your consent or as set forth in this Privacy Policy.

Any phone calls and/or text messages delivered to your phone or device may cause you to incur extra data, text messaging, or other charges from your wireless carrier. MESSAGE AND DATA RATES MAY APPLY. You are solely responsible for any carrier charges incurred as a result of phone and/or text communications between yourself and Peppers Australia.

Any interaction you make with [www.peppersaustralia.com.au](http://www.peppersaustralia.com.au) or any link suggested to you in any format or means of communication by Peppers Australia, are done so at your own risk. Peppers Australia will not be responsible for any additional data charges incurred from your internet and or phone provider as a result of accessing the Peppers Australia website or any third-party website.

Any communication or material you transmit to us by email or otherwise, including any data, questions, comments, suggestions, or the like is, and will be treated as, non-confidential and nonproprietary. Except to the extent expressly covered by this Australian Privacy Policy, anything you transmit, or post may be used by us for any purpose, including but not limited to, reproduction, disclosure, transmission, publication, broadcast and posting. Furthermore, you expressly agree that we are free to use any ideas, concepts, know-how, or techniques contained in any communication you send to us, as well as any data developed using the content of such communication, without compensation and for any purpose whatsoever, including but not limited to, developing, manufacturing and marketing products and services using such information.

## No Rights of Third Parties:

This Privacy Policy does not create rights enforceable by third parties, nor does it require disclosure of any personal information relating to users of the Service.

## Site Terms of Use:

Use of this Service is governed by, and subject to, the Peppers Australia Pty Ltd General Terms of Use located at <https://www.peppersaustralia.com.au/website-terms-of-use/>. This Privacy Policy is incorporated into these Terms. Your use, or access, of the Service constitutes your agreement to be bound by these provisions.

**IF YOU DO NOT AGREE TO THE TERMS AND THIS PRIVACY POLICY YOU MAY NOT ACCESS OR OTHERWISE USE THE SERVICE.**

## Servers:

Our servers are maintained in Australia. By using the Service, you freely and specifically give us your consent to export your personally identifiable information within Australia and to store and use it in Australia as specified in this Privacy Policy. You understand that data stored Australia may be subject to lawful requests by the courts or law enforcement authorities in Australia.

## Governing Law:

This Privacy Policy and our legal obligations hereunder are subject to the laws of the State of South Australia and by extension the Australian Federal Law, regardless of your location. You hereby consent to the exclusive jurisdiction of and venue in the courts located in the State of South Australia, Country of Australia, in all disputes arising out of or relating to the Services.

## Contact:

For questions or concerns relating to privacy, we can be contacted via one of the following methods:

**Mail:** Peppers Australia Pty Ltd

PO Box 306

Boronia, VIC 3155

**Email:** [admin@peppersaustralia.com.au](mailto:admin@peppersaustralia.com.au)

**Phone:** 1300 073 773