

Nuttelex Privacy Policy

Your privacy

NUTTELEX FOOD PRODUCTS PROPRIETARY LIMITED (ABN 54 004 257 783) (Nuttelex) is committed to protecting your personal information. This Privacy Policy sets out the details relating to your data relationship with Nuttelex, and applies to services and interactions with Nuttelex. A copy of this policy is available on the Nuttelex website at nuttelex.com.au or you can request a copy by contacting our Customer Service team.

This Privacy Policy applies to our Nuttelex Lover's Club, and by signing up to this club you agree and consent to the collection, use and disclosure of your information in connection with our Nuttelex Lover's Club.

1. What we collect and how we collect it

The personal information we collect about you depends on the dealings you have with us. Personal Information includes information about an individual who is reasonably identifiable. You generally have the option of interacting with us anonymously or using a pseudonym, however in some instances this may prevent us from interacting with you fully.

The types of personal information we collect and use information depending on your interaction and transactions with us, including

What we collect

- Contact name and details
- Your location details through your smart phone or device
- Details regarding participation in the Nuttelex Lover's Club
- Details of your communications and interactions with us and our Nuttelex Lover's Club

How we collect

- Nuttelex Lover's Club signing up via our website or via Nuttelex social media platforms
- When you post a review, rating or comment on our website or social media page, or other user generated content on one of our websites or Social media platforms
- We may also monitor and record your communications with us for security, dispute resolution, and training purposes.

1.1 Collection of personal information by third parties

We do not collect personal information from third parties.

1.2 Use of Cookies

Information is automatically collected through your use of the Nuttelex websites, electronic communications, through cookies. Cookies are small text files that websites or Apps may place on your computer or device. Generally, cookies are used to recognise repeat users of websites and remember user preferences. We may collect this information both anonymously and in relation to user accounts. Cookies are also used to allow the website to gain statistical information about your usage behaviour and aggregate data to allow Nuttelex to customise a user's experience on their websites. The information is used and disclosed by Nuttelex for purposes including statistical analysis and to assist Nuttelex to improve the functionality and usability of the website.

2. Why we collect personal information

We collect your personal information to provide, administer, improve, and personalise our website and Nuttelex Lover's Club:

- to provide you with the best possible information
- to improve our service operations to enhance your customer experience
- to promote and communicate Nuttelex products through direct marketing, events and competitions, public relations and social media.

3. Direct marketing, tech advertising and opting out

By providing your email address and contact number to Nuttelex, you consent to Nuttelex and /or Nuttelex Lover's Club contacting you for the purposes set out above. We may send this information in a variety of ways, including by mail, email, social media, and SMS. You may prefer to provide to us your personal email address or mobile number rather than, for example, an email address accessible by your work colleagues.

If we send you direct marketing or send you electronic marketing messages based on your consent or as otherwise permitted by applicable law, you may, at any time, withdraw your consent or opt-out by

- Contacting our Customer Service team by phone on 1300 389 517 or email customer care@nuttelex.com.au
- Using the unsubscribe facility that we include in our electronic messages (eg email, SMS or MMS) to opt out of receiving those messages

4. Protection of personal information

Personal information may be held in electronic or hard copy form, both onsite at a Nuttelex premises or with our trusted service provider. Any trusted service provider must observe and meet our information security requirements to minimise the risk of unauthorised access to, and loss, misuse or unapproved alteration of, personal information.

In addition we have security controls in place and use a range of resources, process and technology controls to protect your personal information. Our staff are required and bound by internal information security policies including limiting and controlling access to systems that hold personal information.

While we endeavour to protect the personal information of users of our website, we cannot guarantee the security of information you disclose online. You disclose that information at your own risk. You should be aware that no method of transmission over the Internet or method of electronic storage is 100% secure. If you become aware of unauthorised access, please let us know as soon as practicable.

5. Access and Correction

5.1 Access

If you wish to access personal information we hold about you, please contact our Privacy Officer. We will generally provide you with access to your personal information subject to some exceptions permitted by law. When making an access request, please provide as much detail as you can about the particular information you seek, in order to help us retrieve the information. We may ask you to verify your identity before proceeding with any request you make, this includes providing us satisfactory proof of identity as determined by us. If you have authorised a third party to submit a request on your behalf, we will ask them to prove they have your permission to act or will contact you directly to seek your permission.

5.2 Correction

If you ask us to correct personal information that we hold about you, or if we are satisfied that the personal information we hold is inaccurate, out of date, incomplete, irrelevant or misleading, we will take reasonable steps to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading. If we correct personal information about you, and we have previously disclosed that information to another agency or organisation that is subject to the Privacy Act, you may ask us to notify that other entity. If so, we will take reasonable steps to do so, unless this would be impracticable or unlawful.

6. Complaints or Questions

If you would like further information about how we manage your personal information, or if you have any queries relating to our Privacy Policy, or wish to lodge a complaint in relation to an alleged breach of the Privacy Act, please contact our Privacy Officer by email or by mail to 2 millennium Court Knoxfield Vic 3180

We may ask you to submit your complaint in writing. We may discuss and share your complaint with our staff and our service providers and others as required and appropriate.

All complaints received by the Privacy Officer will be dealt with fairly and in a timely manner considering all the circumstances of the complaint. In most cases, we expect that complaints will be investigated and a response generally provided within 30 days of receipt of the complaint. If the matter is more complex and our investigation may take longer, we will contact you and advise you of this.

7. Updates to this Policy

Nuttelex may amend this Privacy Policy from time to time without notice. You should check this page regularly to take notice of any changes. The current version will be posted on our website and a copy may be obtained by contacting our Customer Service team.

8. General

This Privacy Policy and your use of Nuttelex Lover's Club including the website is governed in all respects by the laws of Victoria, Australia and you agree to submit to the exclusive jurisdiction of the courts of Australia. Certain privacy laws in other countries provides you with certain rights in relation to your personal information that may not be covered under the Australian Privacy Principles. These include the right to erasure, rights to data portability and right to object. If you would like to exercise these rights and you reside in those countries you can do so by contacting our Privacy Officer by email, who will assess your request.

For information about privacy generally, you may visit the Office of the Australian Information Commissioner's website at <https://www.oaic.gov.au/>