

Privacy Policy

Gorst Rural Supplies Pty Ltd

ABN 62 006 542 829

Introduction

At Gorst Rural Supplies Pty Ltd (**GRS**), we take your privacy, and the security of your personal information, seriously.

We are committed to complying with the *Privacy Act 1988* (Cth) (**Privacy Act**) and all relevant State legislation throughout Australia. We also abide by the Australian Privacy Principles (**APPs**) which are governed by the Australian Information Commissioner in accordance with and subject to the Privacy Act.

The purpose of our Privacy Policy is to outline the personal information collected by us, and the use of this information.

This Privacy Policy applies to all GRS services and interactions, including via our website.

Personal information means information or opinion about an identified individual, or individual who is reasonably identifiable, in accordance with section 6 of the Privacy Act.

1. What information we collect and store

- (a) We collect both identifiable and non-identifiable information about you.
- (b) The identifiable information we collect does depend on the purpose(s) for which we have collected it. We may ask for:
 - (i) your name;
 - (ii) your contact details;
 - (iii) the history of your interactions with us and/or other suppliers; and
 - (iv) your preferences, interests, behaviour related to transactions, products, services and activities (including through our website);

In the event you do not provide us with access to requested identifiable personal information, we may not be able to provide you with access to our products and services, or to fulfil one or more of our functions and activities applicable to you.

- (c) Non-identifiable information is data that is not labelled with an individual's identity, or by which no specific individual can be identified. When you access our site, our systems may automatically record non-identifiable information that your browser sends. This data may include:
 - (i) IP addresses;

- (ii) browser type;
- (iii) web pages you access while visiting our site; and
- (iv) time spent on those pages, items, the information searched on our site, access time, date and other statistics.

The data is collected for analysis and evaluation in order to help us improve our site and the services and products provided.

2. How we collect your information

There are numerous ways in which we collect information from you and about you as follows:

- (a) Directly from you, including but not limited to;
 - (i) browsing our website
 - (ii) saving an item;
 - (iii) registering on our website
 - (iv) logging into the website once registered;
 - (v) opening an account and/or making a purchase from us;
 - (vi) contacting our customer service team about an order or product;
 - (vii) clicking on GRS banners, hyperlinks or plugins;
 - (viii) interacting with us on social media; and
 - (ix) having a conversation with our team;
- (b) Through third parties such as our related entities, business or commercial partners;
- (c) Through publicly available sources of information; and
- (d) Through any online services.

3. What we will use information for

In using our services and by providing your personal information to us, you agree that, where it is permitted by the Privacy Act or where you have expressly agreed to receive these communications from us, we may use the information to:

- (a) respond to enquiries;
- (b) improve our service offerings;
- (c) improve our consumer communications;
- (d) provide you with helpful information, news and updates;

- (e) notify you of our new products and services;
- (f) seek your views on our products and services;
- (g) consider your application for employment;
- (h) our own administrative and quality assurance purposes; and
- (i) other purposes that may be detailed on this website.

4. **Principles**

In using your personal information, we abide by the following principles:

- (a) **Limitation:** GRS will only collect personal information about you that is necessary for one or more of our legitimate business purposes or is required by law. In addition, we will only collect personal information by lawful and fair means and not in an unreasonably intrusive manner.
- (b) **Purpose:** When GRS collects your personal data, we will take reasonable steps to advise you of what personal data we are collecting, the purposes for which we are collecting the information and will use such information only for stated primary purposes or directly related secondary purposes.
- (c) **Disclosure:** We will advise you of the organisations (or types of organisations) to which we may disclose that personal data, and we will provide you with contact information in the event you would like access to your personal data we hold about you or if you need to update your personal data or preferences.

5. **Disclosure of your personal information**

- (a) **Affiliates:** We may disclose personal data to any affiliated companies for the purposes described in this Privacy Policy. Affiliates are those companies that GRS is a subsidiary of and companies that are the subsidiary of GRS.
- (b) **Third Parties:** We may use third parties to provide services to us which may require disclosure of your personal data. If we allow a third party to have access to your personal data, they will only be permitted access for purposes that are consistent with this privacy policy and will be required to protect your personal data in accordance with all applicable data protection laws.
- (c) **Law enforcement:** In certain circumstances, we may be called upon to release your personal data in response to a court order, subpoena, search warrant, law or regulation. We plan to cooperate in responding to such requests, taking appropriate measures to ensure that the requester understands the sensitive nature of the personal data that they may receive. We also reserve the right to cooperate with law enforcement authorities in investigating and prosecuting users who violate our rules or engage in behaviour that is illegal or harmful to individuals or the personal data we are responsible for.
- (d) **Product reports:** If you contact us regarding your experience in using one of our products, we may use the information you provide as necessary in submitting

a complaint or adverse event reports to local and international health or pharmaceutical regulators, and as otherwise required of us by law.

- (e) Corporate transactions: We may disclose your information to a third party in connection with a corporate reorganisation, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock, including in connection with any bankruptcy or similar proceedings.

6. Cookies and other technology

- (a) GRS uses a variety of technologies to personalise your experience and to deliver online content tailored to your interests, such as internet tags and cookies.
- (b) We collect information about your use of our website through cookies and similar technology. Cookies are small text files that are placed on your computer or another web-accessing device by this website that allow us to recognise you and maintain your preferences when you return to our website. These cookies allow us to distinguish you from other users of this website, to enhance this website and your experience when you browse this website.
- (c) Cookie technology collects data, which does not include personally identifiable information, but which reflects your activities on the website and helps us to customise our website experience and anticipate what may be of interest to our users, by monitoring traffic in popular areas and modifying the services and information to meet customer demand.
- (d) We may use the following types of cookies:
 - (i) First-party cookies – cookies set by the website displayed in the browser window – identified by the domain name in the address bar of the browser window.
 - (ii) Session cookies – cookies that expire at the end of a browser session, starting with the time when a user opens the browser window, and finishing when the user exits the browser.
 - (iii) Persistent cookies – cookies that ‘persist’ (are stored) in the device after the end of a browser session and therefore can allow the preferences or actions of the user to be remembered when they return to the website.
- (e) We use cookies on our website to:
 - (i) direct users to the relevant sections on the website;
 - (ii) make sure the website has a consistent look across different browsers and devices;
 - (iii) enable complex areas of the website to function; and
 - (iv) track aggregated statistics about visits to the website to help us improve website performance.

- (f) We do not allow other websites or third parties to use our cookies for their own purposes on your computer when you visit our website.
- (g) We may update the Cookies Policy for our website. We, therefore, recommend that you re-read this policy every time you access our website so that you are adequately informed about how and why we use cookies.

7. Data Security

- (a) We want your personal information to remain as secure as reasonably possible. We will maintain the levels of protection of your personal information in accordance with data protection laws and use all available technical resources to prevent the loss, alteration and unauthorised access or processing of your data. The security measures we use to protect all personal data are designed to meet or exceed industry standards to prevent intruders from gaining access, however you should be aware that no security measure is guaranteed to be 100% secure and you should always take appropriate security measures to protect your personal data, including ensuring that you have up-to-date antivirus software.
- (b) In the unlikely event of a data breach relating to personal information we hold about you, we will take all reasonable steps to contain and remedy the effects of the breach. If required by the Privacy Act, we will assess the breach and notify both you and the Office of the Australian Information Commissioner as soon reasonably possible after becoming aware of the breach.

8. Destruction of information

- (a) All reasonable steps are taken to protect your personal information from misuse, interference & loss and also from unauthorised access, modification or disclosure. We will normally retain your personal information for a minimum of seven years from the date we last provided services to you.
- (b) If personal information held by us is no longer needed, providing it is not a Commonwealth record, it will be destroyed or de-identified in accordance with APP 11.

9. Accuracy and access of personal information

- (a) If you believe that there are any errors in any information we hold about you, or you have changed your personal details please update these on our website or contact us as soon as possible.
- (b) You may also request access to your personal information by contacting us by email at admin@gorstrural.com.au .

10. Contact Us / Complaints

- (a) If you have any concerns about the way your personal data has been collected or handled by GRS, or any queries regarding this privacy statement or would like to exercise your rights as outlined above, you can contact us email at admin@gorstrural.com.au .

- (b) If you are dissatisfied with our response, you can refer the matter to the Office of the Australian Information Commissioner.

11. Changes in our Privacy Policy

- (a) We will only use personal data in the manner described in this Privacy Policy.
- (b) However, we reserve the right to change the terms of this Privacy Policy at any time (for example due to changes in data protection laws) by posting revisions to our website. We will take adequate and reasonable action to obtain your consent if your consent is required by law.