



# Privacy Policy

Australian Estate Coffee is very conscious of the privacy concerns of our customers. As a result we actively work to ensure our customer's privacy rights are always protected!

**Australian Estate Coffee is bound by the National Privacy Principles** and any exemptions under the Privacy Act that apply to the personal information Australian Estate Coffee handles.

This document outlines Australian Estate Coffee's commitment to protecting our customer's privacy rights. An individual can find out more information about how Australian Estate Coffee manages personal information by phoning our customer service team on 02 66285188.

## **How Australian Estate Coffee Meets the Ten National Privacy Principles:**

**National Privacy Principles 1, 8 and 10 - Collection of Personal Information, Anonymity and Rule for Sensitive Information:** At Australian Estate Coffee we only collect necessary information; we collect information fairly and we do what is reasonable to give people notice about the collection (whether collecting from the person or from someone else). Australian Estate Coffee also allows individuals to be anonymous wherever possible and ALWAYS seeks consent to collect sensitive information.

**National Privacy Principle 2 - Use and Disclosure of Personal Information:** Australian Estate Coffee only uses or discloses personal information in ways that are related to the reason we collected the information and which individuals would reasonably expect to happen, or with the consent of the individual to the use or disclosure.

Australian Estate Coffee reserves the right to use or disclose personal information where we think an unlawful activity has occurred or to protect the health and safety of any person.

Australian Estate Coffee will NEVER use sensitive information for direct marketing.

**National Privacy Principle 3 - Data Quality - Making Sure Personal Information is Quality Information:** Australian Estate Coffee will take reasonable steps to check that at the time we collect, use or disclose personal information, it is of sufficient quality - accurate, complete and up-to-date for the purpose.

**National Privacy Principle 4 - Security - Looking After Personal Information Collected:** Australian Estate Coffee will keep personal information safe when it is in use and will dispose of it securely when we are finished with it.

**National Privacy Principle 5 - Openness - Giving Information about the Way We Handle Personal Information:** Australian Estate Coffee has prepared this document to provide information about the way we handle personal information and we will provide you with further details if we are asked to.

**National Privacy Principle 6 - Access and Correction - Inspecting Personal Information and Making Corrections:** Australian Estate Coffee will give individuals access to all the personal information we hold about them (unless an exception applies) and take steps to correct the information if it is wrong.

Australian Estate Coffee will NOT charge individuals for access to their personal information and will NOT charge for making a request for access.

**National Privacy Principle 7 - Identifiers - Limits the Way Commonwealth Identifiers Can Be Handled:** Australian Estate Coffee reserves the right to use or disclose a Commonwealth identifier such as a Medicare, Veteran's Affairs or passport number in limited circumstances. There may be some special health, safety, legal or law enforcement reasons which allow Australian Estate Coffee to use or disclose Commonwealth identifiers.

An individual's name or ABN number is not an identifier.

**National Privacy Principle 9 - Transborder Dataflows - Sending Personal Information Overseas:** Australian Estate Coffee ensures that all personal information that is transferred overseas is protected, as far as possible, in the way it is protected in Australia.

Australian Estate Coffee WILL NOT TRANSFER any personal information overseas WITHOUT the WRITTEN CONSENT of the person involved.

**Privacy Act Enforcement:**

Australian Estate Coffee gives individuals the right to complain if they think Australian Estate Coffee has not complied with the National Privacy Principles in handling their personal information. Complaints can be made in writing and mailed to Australian Estate Coffee PO Box 478 Alstonville NSW 2477 or emailed to [info@australianestatecoffee.com.au](mailto:info@australianestatecoffee.com.au)

**Who Is Responsible For Privacy At Australian Estate Coffee:**

Every employee and director of Australian Estate Coffee is responsible for ensuring that your personal information is handled according to the National Privacy Principles. Every employee and director is familiar with the National Privacy Principles and understands the minimum standards for the way we must handle your personal information.

**National Privacy Principles:**

The National Privacy Principles are principles or rules about collecting, using and disclosing personal information. The National Privacy Principles also cover; keeping information secure, paying attention to data quality and accuracy, being open about collection and information handling practices, providing anonymity where possible and protection when transferring personal information overseas.

**Personal Information:**

Personal information is information or an opinion that identifies an individual or allows their identity to be readily worked out from the information. It includes information such as a person's name, address, financial information, marital status or billing details. Some personal information is sensitive information. This includes information about ethnicity, religion and health.

**Definitions:**

- **Use:** What happens to the personal information within Australian Estate Coffee.
- **Disclosure:** The transfer of personal information to a third party outside Australian Estate Coffee.

**For More Information Contact:**

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Phone: 02 66285188 Fax: 02 66285129  
Email: [info@australianestatecoffee.com.au](mailto:info@australianestatecoffee.com.au)  
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