

## PRIVACY POLICY

Spade & Barrow Pty Ltd ACN 147 939 642 is bound by the Australian Privacy Principles set out in the Privacy Act 1988 (Cth) and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Spade & Barrow safeguards and protects privacy, personal and corporate information of its customers and at all times complies with the Australian Privacy Principles. This Privacy Policy is part of that compliance.

By customers providing personal and corporate information to Spade & Barrow you consent to Spade & Barrow using your personal information in accordance with this Privacy Policy as is set out below.

## THE KIND OF INFORMATION WE COLLECT AND HOLD

When you join Spade & Barrow as a customer you provide Spade & Barrow with personal and corporate information. When you shop with Spade & Barrow you create a purchase history. We collect and hold this information.

The type of information Spade & Barrow collects and holds could include your name, ABN, ACN, address, date of birth, telephone number, address details and credit history, email address, bank account details, information on products and services you purchase, information on how you use the Spade & Barrow shopping services including websites, Apps, social media services; and how you communicate with Spade & Barrow.

We also collect additional information when you participate in our promotions and otherwise communicate with us.

## THE PURPOSE FOR WHICH WE COLLECT AND HOLD INFORMATION

Spade & Barrow collects and holds information to provide you with our products and service as ordered by you, process payment of your product orders, enable product deliveries to you, contact you, develop new products for customers, develop offers and promotions for customers, communicate information about the Spade & Barrow business, provide you with information about your account or your activity to you, communicate information about other businesses to you, enable you to contact Spade & Barrow and check or vary your information.

Spade & Barrow shares information to or from credit providers or credit reporting agencies for the purposes permitted under legislation, if compelled by law. We may also share your information with our parent company and to or from Spade & Barrow's partners who have contracted with Spade & Barrow to keep the information confidential, or who are subject to obligations to protect your information.

From time to time, Spade & Barrow may like to reproduce or share comments posted by you on any of our social media channels, including, but not limited to Facebook, Twitter, YouTube and Google+.

This may include use of your comments in marketing promotions or re-posting your comments on our other web sites or social media channels. Spade & Barrow will always attempt to contact you prior to publishing any comments in order to seek your approval, and when referencing your comments we will only use your first name and suburb (state), excluding your full name and address to respect your privacy.

Please also be aware that social media sites are controlled and governed by other companies, such as Facebook and Twitter and they also have privacy policies that may affect you. Please refer to those companies' policies for more information.

Unless you consent, Spade & Barrow will not disclose your information to third parties other than as set out in this policy.

## HOW WE COLLECT AND HOLD INFORMATION

We collect and hold your information in both hard form and electronically both at our own premises and with various services providers that assist us with our information storage.

Information is stored as plain text in our database on our secure computer servers that are both on site and also backed up at secure offsite locations.

We utilise the services of marketing partners and companies that back up our information. In those instances your information is also backed-up on servers in data centres in various cities in Australia and also in other countries.

Spade & Barrow takes steps to ensure that the information it collects uses or discloses is accurate, complete, up-to-date and stored in a secure environment protected from unauthorised access, modification or disclosure.

## WHETHER WE DISCLOSE INFORMATION TO OVERSEAS RECIPIENTS

We utilise the services of marketing partners and companies that back up your information. In those instances your information is backed-up on secure servers in secure data centres in various cities in Australia and also in other countries.

The countries where such data centres can be located include Australia, the United States of America and Singapore.

## HOW TO ACCESS OR UPDATE YOUR INFORMATION

You are able to access and update some of your information by logging in to your customer account on our website.

You can also call us on 03 8669 4950 and talk to one of our Customer Service Representatives and they can assist you to access and update your information.

You can also email us at [carrot@spadeandbarrow.com.au](mailto:carrot@spadeandbarrow.com.au)

## HOW TO CONTACT US REGARDING A PRIVACY MATTER OR COMPLAINT AND OUR PROCESS FOR ASSISTING YOU WITH YOUR MATTER OR COMPLAINT

If you have any queries or concerns about your information or you have a privacy issue or complaint, please contact Spade & Barrow at [carrot@spadeandbarrow.com.au](mailto:carrot@spadeandbarrow.com.au) or call us on 03 8669 4950. You will then be transferred to our Privacy Manager and they will ensure that your query or complaint is managed to your satisfaction.

Where possible, Spade & Barrow will provide you with access to the information of yours it holds, except in certain prescribed circumstances such as emergency situations, law enforcement purposes and to protect the public's (or an individual's) health and safety.