

Privacy Policy

This Privacy Policy applies to the services offered by The Trustee for the Fred Enterprises Investment Trust trading as Barwon Coffee Company ("Company").

This online service is bound by the provisions of the Privacy Act 1988 (Cth), including the Australian Privacy Principles.

1. Personal information

The Company is committed to safeguarding personal privacy. It recognises that individuals have a right to control how their personal information is collected and used. Providing personal information is an act of trust and it is taken seriously. Unless given consent to do otherwise, the Company will only collect and use personal information as set out below.

2. Collecting personal information

The Company will not collect or monitor any personal information about an individual without their consent. The only personal information collected is what has been provided voluntarily.

3. Use of tracking technologies

The Company uses tracking technologies such as cookies or web beacons to make use of the website and services as convenient as possible. Cookies are pieces of information that a web site transfers to a computer's hard disk for record keeping purposes. Most web browsers are set to accept tracking technologies such as cookies or web beacons. These tracking technologies do not themselves personally identify users, although they do identify a user's browser.

4. Using and disclosing your personal information

Personal Information will be used for the following primary purpose:

- To fulfill obligations under any sale and purchase contract and/or any other contract between the individual and the Company.
- To render services related to Company's business such as warranty or after sales services.

For the purpose described above, information may be shared with Company's group companies either in Australia or overseas. Also, in order to operate the web site or deliver a service, personal information may also be shared with a service provider, a non-Company group company.

5. Contact by the Company

The Company may contact individuals using the information, which was provided by them in order to:

- Provide information that may be of interest about upgrades, new Company products, special offers and other matters that may be of interest.

6. Individual's right of access

Individuals have the right to review the information that may be recorded on the Company's database. Information may be reviewed by contacting the Company on the customer enquiry number 0438 041 667 or by sending an email to info@barwoncoffee.com.au.

9. The Company and links to other web sites

The Company provides links to web sites outside of the Company site. These linked sites are not under the control of Company, and the Company is not responsible for the conduct of companies linked to the Company web site, nor for the performance or otherwise of any content and/or software contained in such external websites.

10. Problems or queries

Queries relating to the Privacy Policy, or any problems or complaints may be directed to the Personal Information Officer by calling the customer enquiry number 0438 041 667 or by sending an email to info@barwoncoffee.com.au

11. Privacy Complaints Procedure

If an individual feels that Barwon Coffee Company has breached its obligations in the handling, use or disclosure of their personal information, they may raise a complaint. We encourage individuals to discuss the situation with their Barwon Coffee Company representative in the first instance, before making a complaint.

The complaints handling process is as follows:

1. The individual should make the complaint including as much detail about the issue as possible, in writing to Barwon Coffee Company:
 - a. Barwon Coffee Company Privacy Officer
 - b. info@barwoncoffee.com.au
2. Barwon Coffee Company will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 30 calendar days) regarding its findings and actions following this investigation.
3. Should after considering this response, if the individual is still not satisfied they make escalate their complaint directly to the Information Commissioner for investigation:

Office of the Australian Information Commissioner

www.oaic.gov.au

Phone: 1300 363 992

When investigating a complaint, the OAIC will initially attempt to conciliate the complaint, before considering the exercise of other complaint resolution powers.