

# Privacy Policy

This policy (“Privacy Policy”) defines how Rum City Foods (“Setlex Pty Ltd as a Trustee for The Moojuice Unit Trust trading as Rum City Foods”) deals with your personal information.

By using the Rum City Foods website and/or by providing any personal information to us, you consent to the collection, use, storage and disclosure of your personal information as set out in this Privacy Policy.

Rum City Foods knows that you care how information about you is used and shared, and we appreciate your trust that we will do so carefully and sensibly. Rum City Foods is subject to the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth).

## **What Personal Information do we collect, store, use and disclose?**

In order for us to supply products to you, we need to collect certain personal information about you. This personal information may include your name, address, telephone number, e-mail address and other contact details, bank account, credit card details, credit history and other financial details.

The information we learn from you helps us personalise and continually improve your shopping experience with us.

We collect, use, store and disclose personal information about you in order to supply our products, services or benefits to you, or for related purposes, for example:

- to evaluate and/or respond to your requests, queries, complaints or submissions;
- to review and improve our products or services;
- to administer your use of our product or services;
- to provide you with marketing and promotional material, including direct marketing to you from us;
- to enable us to provide your information to commercial associates you have registered with to receive benefits; and
- in circumstances where we are authorised or required to do so by law, and in circumstances where we consider it appropriate to do so in order to ensure that laws are complied with.

We may also collect, use, store and disclose your personal information from and/or to Credit Agencies including for the purposes of assessing any application for credit.

## **How do we collect your personal information?**

There are several ways that we collect your personal information

- when you provide it directly to us, for example, by submitting it to us via our Website, via any electronic or paper forms you submit to us, or by providing information to our representatives by telephone, e-mail or any social media networks through which you liaise with us;
- from third-party service providers and business partners, including without limitation, commercial associates, or credit reporting agencies;

- from electronic tagging or tracking mechanisms in relation to your use of our Websites (i.e. Cookies);
- through aggregated data, which tracks traffic to our Website.

### **Automatic Information (Cookies):**

We receive and store certain types of information whenever you interact with us via our Website. For example, like many Websites, we use "cookies," and we obtain certain types of information when your web browser accesses our Website. A number of companies offer utilities designed to help you visit Websites anonymously. Although we cannot provide you with a personalised experience on our Website if we cannot recognise you, we want you to be aware that these tools exist.

### **What About Cookies?**

Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your web browser to enable our systems to recognise your browser and provide features such as Automatic Login and permanent Shopping Carts for storing items in your Shopping Cart between visits. If you want to know more, the "Help" section of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, notify the browser when you receive a new cookie, or disable cookies altogether. However, cookies do allow you to take full advantage of some of our Website's best features, and we recommend that you leave them turned on.

### **Does Rum City Foods Share the Information It Receives?**

Information about you is an important part of our business, and we are not in the business of selling it to others.

### **Affiliated Businesses We Do Not Control**

We work closely with our affiliated businesses such as Countrywide Food Service Distributors (Countrywide) and Frucor Suntory Australia Pty Ltd (Frucor).

Countrywide operates a customer rewards program. Our customers can elect to join the rewards program and in return, they earn rewards points for every dollar they spend on nominated products they purchase from Rum City Foods. The information we provide to Countrywide is details of the customer's purchases.

Frucor Suntory Australia Pty Ltd (Frucor). Customers who purchase Frucor products from Rum City Foods are eligible for rebates. The information we provide to Frucor is details of the customer's purchases.

### **Protection of Rum City Foods and Others:**

We release account and other personal information when we believe release is appropriate to comply with law; enforce or apply our Conditions of Use and other agreements; or protect the rights, property, or safety of Rum City Foods, our users, or others. This includes exchanging information for fraud protection and credit risk reduction with other companies and organisations.

### **With Your Consent:**

Other than as set out above, you will receive notice when information about you might go to third parties, and you will have an opportunity to choose not to share the information.

### **What Choices Do You Have?**

You do not have to provide us with any personal information, however, if you do not do so, we may not be able to respond to and process your requests such as grant you credit terms, set you up for online purchasing, process your sales order request, finalise payment of a product you have requested, or deliver the product you have ordered.

### **Conditions of Use, Statements, and Revisions**

If you choose to visit our Website, your visit and any dispute over privacy are subject to this Statement and our Conditions of Use, including limitations on damages, arbitration of disputes, and application of the law of Australia. If you have any concerns about privacy on our Website, please send us a thorough description and we will try to resolve it. Our business changes constantly. This Statement and the Conditions of Use will change also, and the use of information that we gather now is subject to the Privacy Statement in effect at the time of use. Our Website will have the current version of our Privacy Policy. You should check our Website frequently to see recent changes.

### **Access of Information**

On written request by you, we will provide you with access to the personal information we hold about you (unless an exception under the Privacy Act applies, such as where doing so would be unlawful). We will process your request for access to your personal information in a reasonable time.

If we refuse to provide you with access to the information, we will explain the reasons for this and inform you of any exceptions under the Privacy Act which we have relied upon in doing so.

### **Security**

We take reasonable steps to protect the personal information we hold about you from loss and unauthorised access, modification or disclosure. We maintain physical security over hard copy data and use best endeavours to maintain network and computer security to protect information kept in electronic format. However, no data transmission over the Internet is unconditionally secure and any information disclosed online may potentially be collected and used by parties other than the intended recipient.

### **Changes to Privacy Policy**

This Privacy Policy may change from time to time and you should check regularly for updates.

### **Contact Us**

If you wish to access or update the personal information we hold about you or make a complaint about a breach of your privacy, you can contact us in one of the following ways:

**Post:**

The Privacy Officer  
Rum City Foods  
15 Commercial Street  
Bundaberg, Qld, 4670

**Email:** [privacy@rumcityfoods.au](mailto:privacy@rumcityfoods.au)

We will respond to your query or complaint as soon as possible.

The Privacy Policy was last updated on 11/06/2024