

Castle Hampers is subject to the Privacy Act 1988, including the National Privacy Principles, which provides for the fair handling of personal information, and which sets standards for the collection, access, storage and use of personal information. We recognise that our customers privacy is important and that they have the right to control it.

HOW DO WE COLLECT PERSONAL INFORMATION?

- From you directly, when you provide information over the phone or on documentation such as an Order Form or complete a customer survey;
- From other customers who request us to provide goods or services to you, when they provide information over the phone or on documentation such as an Order Form;
- From our Agents, when they send information in regarding their customers;
- From your employer, if you are employed by one of our suppliers or contractors and they provide us with your contact details.

COLLECTING PERSONAL INFORMATION FROM OUR WEB SITE

Castle Hampers also collects some information from you when you use our web site. Your use of the facilities and services available through our web site will determine the amount and type of information which we collect about you. Some of this information will not be personal information because it will not reveal your identity. The only personal information which Castle Hampers collects about you when you use our web site is what you tell us about yourself, for example by completing an online form or information you provide to us when you send us an email. We will record your email address if you send us an email.

USE OF COOKIES

A cookie is a small message given to your web browser by our web server. The browser stores the message in a text file, and the message is then sent back to the server each time the browser requests a page from the server. We use cookies to provide us with anonymous aggregate information on how people use our website and to help us to know what they find interesting and useful on our web site. We do not store personal information such as email addresses or other details in a cookie. Most web browsers are set up to accept cookies. If you do not wish to receive cookies, you may be able to change the settings on your web browser to refuse all cookies or to notify you each time a cookie is sent to your computer, giving you the choice whether to accept it or not.

WHAT PERSONAL INFORMATION DOES CASTLE HAMPERS COLLECT?

The personal information that Castle Hampers is most likely to hold is your name and contact details. This may include information regarding your employer, your job title, your preferred method for paying your Castle Hampers account and other contact information. Castle Hampers may also hold other kinds of personal information that you provide as a result of completing a customer survey.

HOW DOES CASTLE HAMPERS USE PERSONAL INFORMATION?

Castle Hampers uses your personal information to assist us in providing our services to you including:

- To deliver your hampers;
- To process payment for your order; and
- For direct marketing purposes.

WHAT PERSONAL INFORMATION DOES CASTLE HAMPERS DISCLOSE?

In general Castle Hampers will not sell, rent or lease your personal information to others. However, in certain circumstances, Castle Hampers may disclose your personal information to organisations offering goods and services which may be of interest to you for direct marketing purposes. Castle Hampers may disclose your information:

- Where Castle Hampers is required by law to disclose information to third parties; or
- To related companies (Castle Hampers is a member of the Hats Holdings group of companies);
or
- In certain circumstances to organisations offering goods and services which Castle Hampers considers may be of interest to you for direct marketing purposes; or
- Where Castle Hampers has outsourced functions to third parties contractors for example, mail house, and delivery personnel or hosting servers. In order for us to operate our business we may share your personal information with a contractor. We require our contractors to undertake to comply with the National Privacy Principles. They are also required to sign a confidentiality agreement in relation to any information that is made available to them as a result of their engagement by Castle Hampers.

HOW ACCURATE IS THE PERSONAL INFORMATION CASTLE HAMPERS HOLDS?

Castle Hampers strives to ensure your personal information is accurate and up to date. If you find any inaccuracies in your personal information, please contact us through one of the contact offices listed below. As an extra measure all customers have the option of having the information in relation to their account protected by a password chosen by them.

HOW IS PERSONAL INFORMATION STORED?

Castle Hampers is committed to ensuring the security of your personal information. We use encryption technology, privacy protection controls and restrictions on employee access in order to safeguard your personal information.

CONTACTING CASTLE HAMPERS

Castle Hampers welcomes your comments. If you have any questions or concerns about our Privacy Policy, please contact us:

- By emailing to enquiries@castlehampers.com.au
- By telephoning on 1800 132 132
- By writing to Castle Hampers, PO Box 299, Regents Park NSW 2143.

Direct Debit Requests - Service Agreement (This service agreement is made between Castle Hampers Pty Ltd and the Customer.)

1. General information regarding the details of the debit arrangements between Castle Hampers and the Customer are contained on the Direct Debit Request (DDR) form.
2. Castle Hampers will give notice to the Customer if it proposes to vary any of the direct debit arrangements.
3. In the event of a Customer requesting a deferment or alteration to the DDR arrangement, such requests must be made to Castle Hampers by telephone no less than 24 hours before the proposed DDR arrangement is to be executed.
4. Any requests to stop a DDR arrangement temporarily or cancel a DDR should be made direct to Castle Hampers in the first instance. Castle Hampers will then make the necessary adjustments to the DDR arrangement.
5. In the event of a dispute by a Customer in relation to the DDR, the dispute must be made, in the first instance directly to Castle Hampers. Castle Hampers will then respond to a request in writing within 14 days. Castle Hampers will then make the necessary adjustments or take the necessary action to rectify the situation. If the above parties cannot resolve the dispute, the Customer reserves the right to escalate the dispute to the Sponsor Financial Institution.
6. Direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all bank accounts.
7. The Customer is advised to check account details against a recent bank statement to ascertain if the bank account is available for direct debits. If uncertain, it is advisable to check with the Financial Institution before completing the DDR.
8. It is the responsibility of the Customer to have sufficient clear funds available in the relevant account by the due date to permit the payment of debit items initiated in accordance with the relevant DDR.
9. In the event that a DDR payment falls on a day, which is not a business day across Australia, the DDR will be processed on the next business day. If it is not a business day in the place of lodgement, but a business day elsewhere, the DDR will be processed on that day. If the Customer is unsure as to when the debit will be processed to the nominated account, they should enquire direct to their Financial Institution.
10. When a DDR item is returned as unpaid to Castle Hampers by a Financial Institution, the fees incurred by Castle Hampers will be borne by the Customer. Castle Hampers will not attempt to access a customer's account again under the provisions of the DDR until such time as there is notification to the Customer as to the next DDR attempt.
11. Castle Hampers will not divulge any information to any external parties regarding a customer's records and account details without the Customer's prior written consent. However, the Financial Institution may require such information to be provided in connection with a claim made on it relating to an incorrect or wrongful debit.