



ROCKFORD WINES PRIVACY POLICY

The privacy of the personal information you provide and we collect about you is of the greatest importance to us and we are committed to ensuring its protection. We recognise the trust you put in us when you supply us with your personal information and we can assure you we take every precaution to maintain the security of the information we hold.

The personal information held by Rockford Wines is as follows:

- Name
- Contact details (Postal address, delivery address, telephone numbers and email address)
- Purchasing information (Wines purchased, and information requested for special promotions/events)
- Credit Card details (This information is not kept on file by us for longer than required for processing and bank verification)
- When you place an order via our website, your credit card details will be saved using Secure Sockets Layer (SSL) technology and encryption. We don't display your full credit card details for your protection and you can update or remove your credit card at any time. We don't have access to your credit card details and it is only held for future use on our website by you.

Your personal information and sales history are securely held within our electronic data base records only. All hard copies of orders are held securely on site before being destroyed by Security Waste Disposal. The only personal information we retain is that which has been supplied to us by you or is a result of purchases of our products or services made by you.

Your personal information is not disclosed or shared with any other party outside the Rockford organisation other than to;

- Facilitate delivery of the newsletter by Australia Post.
- Consign delivery of our wines to you by freight companies contracted by us to perform this part of our service.
- For overseas customers, your personal information is only disclosed to the international freight companies contracted by us to perform your wine delivery.

If you have any questions or wish to confirm data which is held in house by Rockford Wines, please contact us by telephone on **1800 088 818** (Free Call) or email: info.contact@rockfordwines.com.au and we will be happy to provide you with the assistance or information you require.

ROCKFORD WINES PRIVACY POLICY (CONT)

How to Unsubscribe

At any time you can unsubscribe from the Rockford Wines Membership List by contacting us in writing at the following address:

Rockford Wines

PO Box 142

TANUNDA SA 5352

Or email: info.contact@rockfordwines.com.au

Making a complaint in relation to your personal information

If you believe that your personal information has been mishandled in some way, then contact David Kalleske telephone 1800 088 818 or email

david.kalleske@rockfordwines.com.au Rockford Wines will take reasonable action to resolve your complaint within 72 hours, however, we acknowledge that some complaints may take longer to resolve depending on the individual set of circumstances.

How to access our Privacy Policy

You can download this copy of our Privacy Policy from our website

www.rockfordwines.com.au or you can request a copy by speaking to our Cellar Door staff when visiting Rockford at 131 Krondorf Road Tanunda SA 5352

ROCKFORD WINES

131 Krondorf Road, PO Box 142

TANUNDA SA 5352

Ph +61 885632720

www.rockfordwines.com.au