

## **Terms and Conditions**

### **DELIVERY SUPPORT - AUSTRALIAN ADDRESSES**

#### **Shipping Prices & Delivery Times**

Shipping is \$10.00 for orders less than \$100.00 & free of charge for all orders \$100 or more. All prices include 10% GST.

Please allow 7 – 10 business days for your wine order to arrive. If your order does not arrive within this time please email us [sales@sittella.com.au](mailto:sales@sittella.com.au) or call +61 8 9296 2600.

#### **Order Tracking**

If you provide your email address you will be able to receive tracking notifications from Australia Post.

With all deliveries a signature is required. Without one, a calling card will be left in your absence to collect your wine from Australia Post. Sittella does not accept responsibility for any goods left unattended.

### **DELIVERY SUPPORT - INTERNATIONAL ORDERS**

International shipping for Sittella winery direct orders is available. Please note that specific rules and pricing applies, depending on the country.

### **SHIPPING DAMAGES & RETURNS**

If your wine does not arrive within 10 working days of your order being received please email [sales@sittella.com.au](mailto:sales@sittella.com.au) or call +61 8 9296 2600.

On the rare occasion that incorrect goods are delivered, shipping damages are incurred or your wine does not arrive in a satisfactory condition, we will fully refund or replace the bottles concerned, including return shipping costs, providing they are returned unopened within one month of delivery.

## **CHANGES TO YOUR ORDER**

If after completing your transaction, you would like to make a change to your order, please contact us immediately by sending an email to [sales@sittella.com.au](mailto:sales@sittella.com.au) or call +61 8 9296 2600 between 9am-4.00pm Tuesday - Friday, AWST.

## **ONLINE ACCOUNT SUPPORT**

### **How do I know if I'm a member?**

Try logging in to the Online Account portal with your email address and password.

If you are unsure of your password, click 'forgot password' and enter your email address to validate your account. If your email address matches one on file, an email will be sent to your inbox containing a link to reset your account.

Alternatively, feel free to call +61 8 9296 2600 or email [emma@sittella.com.au](mailto:emma@sittella.com.au) to verify your membership status or for any other Wine Club enquiries.

### **How do I unsubscribe?**

Wine Club, VIP & mailing list members may unsubscribe at any time and request that their details are removed from our database. To do so email [emma@sittella.com.au](mailto:emma@sittella.com.au)

# **PRIVACY POLICY**

## **SITTELLA WINERY**

### **1. We respect your privacy**

1.1 Sittella Winery respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors.

1.2 We adhere to the Australian Privacy Principles (APPs) contained in the Privacy Act 1988. This Privacy Policy sets out how we collect and treat your personal information.

1.3 To the extent applicable, we comply with our obligations set out under the EU General Data Protection Regulation (GDPR).

1.4 "Personal Information" is information we hold which is identifiable as being about you. This includes information such as your name, email address, telephone number, age, customer reference or club identification number, or any other type of information that can identify an individual, either directly or indirectly.

1.5 This Privacy Policy relates to Personal Information we collect and handle about you as our customers, visitors to our website, apps, social media and other digital services, and members of the public.

1.6 By using our Website, you consent to our collection, use, storage and disclosure of your Personal Information in accordance with this Privacy Policy. Our personnel and job applicants can contact our Bookkeeper for details about the privacy of their Personal Information.

## **2. What Personal Information we collect**

2.1 We obtain Personal Information from you through our business activities and the operation of our Website, provided to us directly or indirectly through the supply of our products and services or any associated social media platforms from which you permit us to collect Personal Information.

2.2 We ask you to provide Personal Information such as your name, age, gender, phone number, address and email address to enable us to provide you with our products and services, support services, mailings, sales and marketing actions, process your product or service order, provide updates and to meet our contractual obligations.

2.3 We collect your customer reference number, credit or debit card details, club number and any rewards and redemption details that are applicable to your membership of our wine club or VIP Club.

2.4 We collect Personal Information from you:

(a) when you fill out forms on our Website for promotional purposes and opt-in with your full name and email address to confirm your subscription to emails and updates from Sittella Winery and to the Wine Club;

(b) when you provide feedback or when you provide information about your personal or business affairs, change your content or email preference, respond to surveys or promotions, provide financial or credit card information, or communicate with our customer support team;

(c) when marketing to you, your Personal Information is only ever used or disclosed for Sittella Winery's own purposes and with your consent. You may opt out of our direct marketing to you. Our direct marketing materials will tell you how to do this. We may de-identify your personal information. We may do this for use and disclosure or use of anonymous data to determine your preferences and shopping patterns.

### **3. How we use your Personal Information**

3.1 Sittella Winery uses Personal Information only for the purposes that you consent to. This includes to:

- (a) process transactions involving our business and through our Website when you have purchased our products or services;
- (b) administer our business activities;
- (c) provide you with information about our products and services and matters affecting your membership of the VIP or Wine Club;
- (d) providing you with information, promotional materials and incentives included as part of your Club membership benefits;
- (e) update and maintain your records;
- (f) communicate with you by a variety of measures including, but not limited to, by telephone, email, SMS or mail;
- (g) manage, research and develop our products and services including through data analytics to identify the ongoing needs of our customers; and
- (h) investigate any complaints.

3.2 If you choose to withhold your Personal Information, it may not be possible for us to provide you with our products and services or for you to access certain parts of our Website and for us to respond to your query.

## **4. How we collect your Personal Information**

4.1 Sittella collects Personal Information from you in a variety of ways, including when you interact with us electronically or in person, when you access our Website and when we provide our products or services to you.

4.2 We will collect your Personal Information when you register with us to become a member of the Wine Club, when you give us Personal Information in person, via social media, through other means of online communication, or on the telephone, or through email or other correspondence.

4.3 We may also receive Personal Information from third parties. If we do, we will protect your Personal Information in accordance with this Privacy Policy. We may also use third parties to administer and deliver services and communications to members such as newsletters, weekly updates, online surveys and Sittella Wine Club member benefits by email, phone or mail.

## **5. Use of your Personal Information and legal basis for collection**

5.1 If you are an individual residing in the European Union (EU), we collect and process Personal Information about you in accordance with the GDPR.

5.2 When we collect or process your Personal Information, we do so as either a 'processor' or a 'controller' as defined in the GDPR. In some instances, Sittella Winery may be a controller and a processor.

5.3 The legal basis for which we collect your Personal Information depends on the products and services you use and how you use them. Sittella Winery will only collect and use your Personal Information when you give us your express consent to use and process your Personal Information for a specific purpose, or for the satisfaction of a legitimate interest or contractual commitment, or to comply with a legal obligation.

5.4 When we collect your Personal Information, we only collect what is necessary for the purpose to which the Personal Information is being collected.

5.5 If you reside in the EU, we will only share your Personal Information to third-party service providers where you have given us your express consent, and only for the purposes described in this Privacy Policy.

5.6 Where we employ data processors to process Personal Information on our behalf, we only do so on the basis that such data processors comply with the requirements under the GDPR and that have adequate technical measures in place to protect Personal Information against unauthorised use, loss and theft.

5.7 We only store your personal data while it remains necessary, or if the purpose of the processing could not reasonably be fulfilled by other means.

5.8 We do not knowingly collect or process Personal Information of persons 18 years or younger.

## **6. Disclosure of your Personal Information and Third Parties with access to it**

6.1 We will only share your Personal Information where you have given us your consent, and only for the purposes described in this Privacy Policy.

6.2 We may disclose your Personal Information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Policy.

6.3 We may share your Personal Information with third-party service providers to help us supply our products and services to you and to give you access to and use of our payment gateway provider.

6.4 When we disclose your data to third-party service providers, we do so on the basis that your data is treated with confidence, and only used for the limited purpose of supplying our products and services or Website support, and in a manner consistent with this Privacy Policy.

6.5 If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any Personal Information and non-Personal Information contained in those databases.

## **7. Security of your Personal Information**

7.1 Sittella Winery is committed to ensuring that the Personal Information you provide to us is secure.

7.2 To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

7.3 You should be aware of security risks in that transmissions to and from this Website may be intercepted and modified by third parties.

## **8. Access to your Personal Information**

8.1 You may request details of Personal Information that we hold about you in accordance with the provisions of the Privacy Act 1988, and to the extent applicable the EU GDPR. If you would like a copy of the information which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us using the contact details provided below.

8.2 We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

We will respond to any requests by an individual exercising their rights within fourteen (14) days.

## **9. Our Website**

9.1 When you visit our Website, we may collect certain information such as browser type, operating system, and the website that you visited immediately before coming to our Website. This information is used in an aggregated manner to analyse how people use our Website and for statistical purposes.

9.2 Our Website may from time to time have links to third-party websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute our sponsorship or endorsement or approval of these websites which you use at your own risk.

## **10. Disclaimer and No Liability**

10.1 The use of this Website is at your own risk. We will take all reasonable steps to keep your Personal Information secure but to the maximum extent permitted by law, we exclude all liability (including in negligence) for the consequences of any unauthorised access to your Personal Information.

10.2 You and your organisation agree to indemnify and hold harmless Sittella Winery from and against any loss, damage, cost, expense, claim proceeding or liability of any kind that Sittella Winery may incur to any third party that arises directly or indirectly from your unauthorised use of this Website and your activities in connection with this Website.

10.3 All information provided on the Website is for your information purposes only. We make no representations of any kind about the information provided on the Website to the extent permitted by law. This exclusion includes without limitation:

- (a) the completeness, truth, suitability, quality or accuracy of the information published on our Website (including third-party material and advertisements);
- (b) that the information on the Website is up to date; or
- (c) any product or service on the Website will remain available.

You accept that we take no responsibility for any error or omission relating to the information contained on this Website.

10.4 No warranty or guarantee of a cure is expressed or implied with any information on this Website. Sittella Winery does not make any representations regarding the use or the results obtained with the information. In no event shall Sittella Winery, its employees or associates be liable to any person or individual for any loss or damage whatsoever which may arise from the use of this Website or any of the information available at this Website. Sittella Winery does not take any responsibility for the information contained in this site and any information provided on the Website is to be used at your own discretion.

## **11. Complaints about privacy**

11.1 If you have any complaints about our privacy practices, please feel free to send in details of your complaints to our Company Owner using the contact details provided below. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

11.2 We may ask you to put your complaint in writing and you may discuss it with our personnel and our service providers and others as appropriate.

11.3 Our Company Owner will investigate the matter and attempt to resolve it in a timely way. Our Company Owner will inform you in writing about the outcome of the investigation.

11.4 If our Company Owner does not resolve your complaint to your satisfaction and no other complaint resolution procedures are agreed or required by law, our Company Owner will inform you that your complaint may be referred to the Privacy Commissioner for further investigation and will provide you with the Commissioner's contact details.

## **12. Changes to Privacy Policy**

Please be aware that we may change this Privacy Policy in the future. We may modify this Privacy Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our Website or notice board. Please check back from time to time to review our current Privacy Policy.

## **13. Contact**

If you have any questions relating to this Privacy Policy or wish to access Personal Information we hold, or you need to correct your Personal Information, please contact us at:

Company Owner

Sittella Winery

100 Barrett St

HERNE HILL WA 6056

Email: [info@sittella.com.au](mailto:info@sittella.com.au)

Phone: 08 9296 2600