

NOURISH MELBOURNE PRIVACY POLICY

Nourish Melbourne Pty Ltd (ACN 164 001 656) ("**Nourish Melbourne**") is committed to ensuring your privacy through compliance with the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**). This privacy policy details how Nourish Melbourne collects, uses, stores and deals with personal information.

What personal information do we collect, use and disclose?

Nourish Melbourne, in the course of conducting its business collects a range of personal information including, amongst other things, names, email addresses, mailing and residential addresses, business, mobile and home phone numbers.

Nourish Melbourne only collects personal information that is reasonably necessary for one or more of Nourish Melbourne's functions or activities, particularly the Nourish Melbourne membership.

Nourish Melbourne only collects sensitive information¹ if it is reasonably necessary for Nourish Melbourne's functions or activities or an exception applies under the Privacy Act and the individual to whom the information relates has given their express consent to the collection.

How does Nourish Melbourne collect the information?

Collection of personal information by Nourish Melbourne is only done by lawful and fair means.

Nourish Melbourne collects personal information about an individual directly from that individual wherever it is reasonable and practicable to do so. This may be through membership form, sign up forms, contact forms, letters, emails, websites, receipts, telephone conversations, consultations and attendance at events.

Nourish Melbourne will always take reasonable steps to ensure individuals are aware of (amongst other things) the fact and circumstances of collection, the purpose of collection and information about Nourish Melbourne's privacy policy.

What does Nourish Melbourne use personal information for?

Nourish Melbourne will only use or disclose personal information for the Primary Purpose including things such as managing our relationships, performing administrative functions, informing customers and others about our products and services by direct marketing methods, market research, building and maintaining business relationships, implementing our communication model and complying with legal requirements.

Where Nourish Melbourne uses personal information other than for the Primary Purpose, Nourish Melbourne does so in accordance with the Privacy Act and APP 6.

¹ Sensitive Information includes information about an individual's mental health, disability, racial or ethnic origin, criminal convictions, religious affiliation and political affiliation.

Direct Marketing

Nourish Melbourne engages in direct marketing of its products and services from time to time.

Nourish Melbourne only uses personal information for direct marketing in circumstances where Nourish Melbourne has collected the information directly from the individual and that individual reasonably expects to receive direct marketing material from Nourish Melbourne (for example, where an individual has signed up to receive direct marketing material and/or signed up for a membership from Nourish Melbourne).

Nourish Melbourne offers all individuals the opportunity to unsubscribe from receiving direct marketing communications.

Access to and accuracy of personal information

Nourish Melbourne takes all reasonable steps to ensure that the personal information it collects, uses and/or discloses is accurate, complete, up to date and relevant.

You have the right to ensure that your personal information which is held by Nourish Melbourne is accurate. To make a request to access and/or correct your personal information, please contact Nourish Melbourne's Privacy Officer using the contact details provided below.

While Nourish Melbourne will always endeavor to give access to personal information free of charge, Nourish Melbourne reserves the right to charge individuals for access to personal information to cover costs associated with:

- searching for, locating and retrieving personal information and deciding which information to provide to the individual;
- using an intermediary; and
- reproducing and sending the information.

Nourish Melbourne is entitled to refuse to give access to personal information in certain circumstances. For further information, please contact Nourish Melbourne's Privacy Officer using the contact details provided below.

Security of personal information

Nourish Melbourne takes all reasonable steps to ensure that information held by Nourish Melbourne is safe and secure, and that it is protected from misuse, loss, unauthorised access, modification and disclosure.

Nourish Melbourne stores and secures all personal information via a third party data storage provider in Melbourne, Victoria. Nourish Melbourne will make all reasonable endeavours to ensure the storage provider is compliant with the APP's.

Destruction and de-identification of personal information

Nourish Melbourne will take reasonable steps to de-identify or destroy personal information when it is no longer needed by Nourish Melbourne except where the information forms part of a Commonwealth record or Nourish Melbourne is required by law or a court/tribunal order, to retain the information.

Anonymity and pseudonymity

Individuals have the option of dealing anonymously or by pseudonym with Nourish Melbourne unless it is impracticable to do so or Nourish Melbourne is required by law or a court or tribunal order to deal with identified individuals.

Changes to privacy policy

Nourish Melbourne reserves the right to amend this privacy policy from time to time. Changes will be posted on the Nourish Melbourne website.

Complaints

If you believe there has been a breach of the APPs or an APP Code, please contact Nourish Melbourne's Privacy Officer using the details provided below.

Nourish Melbourne takes privacy complaints very seriously. If you make a complaint, Nourish Melbourne will respond within 5 working days to let you know who is responsible for managing your complaint. Nourish Melbourne will try to resolve your complaint within 10 working days. When this is not possible, Nourish Melbourne will contact you within that time to let you know how long we will take to resolve your complaint.

Nourish Melbourne will investigate your complaint and where necessary, consult with third parties about your complaint. Nourish Melbourne will make a decision about your complaint and write to you to explain our decision.

Individuals can also complain directly to the Office of the Australian Privacy Commissioner. Details about how to file a complaint can be found at www.oaic.gov.au or by calling 1300 363 992.

Contact Nourish Melbourne

All queries and complaints should be directed to the Nourish Melbourne Privacy Officer via one of the following means:

Address: PO Box 645, South Yarra, Victoria, 3141 (Att: Privacy Officer)

Email: privacy@nourishmelbourne.com.au

Phone: 0418 320 206

