



Privacy Policy

About this Policy

BevChain is committed to protecting the privacy of any personal information held about individuals in accordance with the applicable laws. "Personal information" is information about an identifiable individual, or an individual who is reasonably identifiable, as defined by applicable law. BevChain has implemented measures to comply with its obligations under the relevant Australian and New Zealand privacy laws.

This policy applies to BevChain Pty Ltd (ABN 95 118 451 773) and its subsidiaries ("BevChain" or "we" "us" or "our"), and describes the way that BevChain collects, holds and discloses personal information about individuals. This policy forms part of our Terms and Conditions for use of this website and other websites operated by us, which you should also read.

Privacy statements in relation to our websites and in relation to calls received by our Consumer Enquiries line are also incorporated into this policy.

Why does BevChain collect my personal information?

BevChain collects and holds your personal information to allow it to perform its business functions. For example, BevChain may collect your personal information to enable you to participate in a BevChain promotion, for the uses listed below or to allow BevChain to market its current and future products and services to you.

What personal information does BevChain hold?

During the course of our business, we may collect personal information from you. If you are a customer of a BevChain distributor or franchise owner, we may also collect information about you from the distributor or franchise owner.

The types of personal information BevChain collects will depend on the nature of your dealings with BevChain and may (but does not always) include:

- Your name;
- Gender;
- Date of birth;
- Address;
- Personal and/or work contact details (including phone/fax number/email address, business name and authorised representative name and contact details, address);
- Any information about you which you provide through promotions, competitions or customer surveys; and/or
- Payment details (e.g. credit card number).

If necessary, BevChain may also ask you to provide it with additional personal information from time to time, including when you call our Consumer Enquiries line.

What if you don't provide BevChain the personal information it requires?

If you can't, or won't, provide BevChain with the personal information it reasonably requires, BevChain may be unable to provide you with the information, goods or services you have requested.

How does BevChain collect my personal information?

BevChain tries to collect personal information directly from you. That collection generally occurs when you:

- Request information from, or have dealings directly with BevChain or one of its related companies;
- Participate in a competition or trade promotion conducted by BevChain or one of its related companies;
- Participate in a survey conducted by BevChain or one of its related companies;
- Purchase tickets or merchandise from a website operated by BevChain or one of its related companies;
- Access or request information from BevChain's website or the website of one of its related companies; or
- Provide information to BevChain's customer service call centre.

In some circumstances however, BevChain may also collect your personal information from other entities covered by this policy or third parties (including BevChain distributors or franchise owners), but where it does so, it will ensure that it acts in accordance with relevant privacy laws.

BevChain will such take steps as are reasonable in the circumstances (if any) to ensure that you are aware of the purposes for which it collects your personal information. Such notification may be from a BevChain distributor or franchise owner where your information is collected (for disclosure to, or on behalf of, BevChain) by such an entity.

How does BevChain use my personal information?

BevChain uses your personal information for the purpose for which it was collected, including (but not limited to):

- Providing you with the BevChain goods or services you request;
- Promoting and marketing BevChain's current and future products and services (including to you);
- Informing you of upcoming events, special promotions and offers, discounts and other matters which BevChain considers may be of interest to you;
- Conducting research (including but not limited to client surveys) concerning BevChain's current and future products or services;
- Administering, reviewing and optimising the performance of BevChain's distribution network (including allocating customers to distributors/franchise owners) and improving the effectiveness of any software used by the distribution network; and
- Improving the operation or navigation of BevChain's website.

BevChain may also use your personal information for other purposes which are related to those listed above and which will be made clear to you at the time BevChain collects that information, or for such purposes as may be required or permitted by law.

If BevChain uses your personal information for direct marketing purposes, all correspondence sent to you by BevChain will give you the opportunity to "opt out" of receiving any further direct marketing correspondence. If we use your personal information to send you any direct marketing communications, you have the right to request that we provide you with the source of that personal information. There is no fee for requesting this information. Unless it is impracticable or unreasonable to do so, we will provide you with the source of the personal information.

Will BevChain give your personal information to anyone else?

In providing you the information, goods or services you request, BevChain may be required to disclose your personal information to:

BevChain's related companies;

BevChain's consultants, contractors and service providers performing services including (but not limited to) promotions agencies, advertising agencies, legal and accounting services, credit reporting, mail-house, transport, prize providers, marketing, data analysis and processing and printing services, which may operate or hold data in Australia or in overseas countries. If BevChain provides your personal information to such a party, BevChain generally requires the third party to protect your personal information in the same way BevChain does. Please note that Australian law may not apply to some of these entities. BevChain may also disclose your personal information to other third parties where it is required or permitted to under any applicable law.

Is my personal information secure?

BevChain takes reasonable steps to ensure personal information it holds about you is protected from risks such as misuse, interference, loss and unauthorised access, use, destruction, modification or disclosure.

No data transmission over the internet is totally secure. As a result, any personal information you send to BevChain over the Internet (including via email) is sent at your own risk.

Your rights of access and correction

The accuracy of your personal information is important. BevChain takes reasonable steps to ensure personal information it holds about you is accurate, complete, up-to-date, relevant and not misleading. If you believe that any personal information BevChain holds about you is incorrect, please contact us via the enquiries form on the BevChain website.

You have a general right to access the personal information BevChain holds about you. You may contact please contact us via the enquiries form on the BevChain website to request details of your personal information. BevChain can deny your request in some circumstances and if it does so, will provide you with written reasons for that denial. We will take reasonable steps to give access in a way that meets both BevChain's needs and your needs.

While there is no fee for requesting access to the personal information BevChain holds about you, BevChain reserves the right to charge a reasonable fee for the preparation and provision of that information to you.

You also have the right to request the correction of personal information which BevChain holds about you. You may do so at any time by contacting us via the enquiries form on the BevChain website. BevChain does however reserve the right to refuse to correct your information in some circumstances. If BevChain refuses to correct any personal information about you, and subsequent agreement cannot be reached between the parties on this issue, you may request that a note or statement regarding the correction requested be attached to your personal information. We will not charge you a fee for requesting a correction to your personal information, correcting that information or for attaching a statement to your personal information (as relevant).

Even if you don't submit such a request, if we are satisfied that, having regard to the reasons for which we hold your personal information, that personal information is inaccurate, incomplete, out-of-date, irrelevant or misleading, we may take reasonable steps to correct that information.

Changes to this Privacy Policy

BevChain reserves the right to change this Privacy Policy from time to time. If BevChain changes this Privacy Policy, it will post a copy of the updated policy on this website and your continued use of this website or interactions with BevChain or a distributor or franchise owner following that posting will constitute your acceptance of the terms of the updated policy.

How do I obtain more information or lodge a privacy complaint?

If you:

Require further information regarding this Privacy Policy or any other steps BevChain has taken to protect your personal information or privacy;

Have any concerns or a complaint regarding BevChain's privacy practices or its management of your personal information; or

Consider that we have breached the APPs, please contact us via the enquiries form on the BevChain website We acknowledge and take very seriously every privacy query and complaint that we receive. BevChain will endeavour to respond to you within 20 business days.

If you're not satisfied with how we have handled your matter, you may wish to contact the Office of the Australian Information Commissioner via the contact details listed at <http://www.oaic.gov.au/about-us/contact-us-page>.