

Fresh St Market IGA Privacy Policy

Midatec Pty Ltd ACN: 127 193 471 as trustee for The Midatec Trust ABN 99 199 228 944 trading as Fresh St Market IGA, is committed to complying with its obligations pursuant to the Privacy Act 1988 (Cth) (as amended), including upholding the National Privacy Principles (as amended), when collecting personal information.

This Privacy Policy covers our treatment and handling of personal information that we collect, use, and disclose from our customers and employees. At all material times, we will strive to ensure that all personal information, no matter where or how it is obtained, is handled sensitively, securely, and in accordance with applicable legislation.

From time to time, this Privacy Policy may be updated. The most current version is available by contacting our Office Administrator by mail, telephone, fax, or email.

By providing your personal information to us, you consent to the collection, use and disclosure of your personal information in accordance with this Privacy Policy.

What type personal information do we collect?

Privacy law requires us to collect personal information about you only from you if it is reasonably necessary or directly relevant to one or more of our company's functions or activities.

The types of personal information that we collect, and hold will vary depending on your dealings with us. This information may include any or all of the following:

- name, address(es), telephone number(s) and other contact details.
- email address(es).
- payment information (such as credit card or bank details).
- other personal information required to provide our services.
- transaction details relating to your use of our products, services, or benefits.
- dates of birth.
- tax file numbers.
- name, address(es), telephone number(s) and other contact details for employee's emergency contacts.
- details of employee licences, qualifications, and accreditations relevant to their position; and
- employee's medical information.
- biometric scanning (hand geometry and/or finger printing)

We may collect your sensitive information but only if it is provided to us with your consent. If you agree to provide us with sensitive information, we will only use it in accordance with the Privacy Act 1988 (Cth).

From time to time, you may provide us, and we may collect from you, personal information of a third party (for example, for delivery purposes). Where you provide the personal information of a third party, it is your responsibility to ensure that those persons are aware of this Privacy Policy, understand it and agree to accept it.

You do not have to provide us with any personal information, however if you do not do so, we may not be able to provide you with the products, services or benefits you have requested.

How do we collect your personal information?

Generally, we collect personal information directly from you, such as:

- in person.
- in the course of your employment.
- in the course of your application for employment at Fresh St Market IGA.
- in the course of us providing you with a requested product, service or benefit.
- when you place an order with us; or
- when you have other dealings with us.

We also collect personal information through:

- our allied bodies corporates including Midatec Pty Ltd;
- and third parties who supply services to us.

Why do we collect, use, and disclose personal information?

We will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, or where authorised or required by law.

We will collect personal information for the following purposes:

- to establish and maintain your relationship with us.
- to provide the products or services you have requested from us.
- to answer any enquiry, you make; or
- for employment purposes.

For example, to pay an employee we need your bank account number, to return your call regarding a product enquiry we need your phone number.

We may also disclose your personal information to third parties who work with us in our business to provide, promote or improve the products or services you have requested or are interested in, such as:

- manufacturers and suppliers.
- couriers and delivery contractors.
- marketing consultants and promotions companies.
- website hosts; and
- consultants and professional advisers.

Direct marketing

Where we have your consent or are otherwise permitted by law to do so, we may also use and disclose your personal information to provide you with marketing communications and targeted advertising on an ongoing basis by electronic messages (such as SMS or email), through our digital services and by other means. These communications may be sent by third parties on our behalf.

These communications may relate to the products and services we, other Program participants (such as our Retailers or rewards providers) and other group companies provide, promotions run by us or for which there is automatic entry for Program members, and other products or developments which may be of interest to you.

You may opt-out of receiving future electronic and telephone direct marketing communications through the unsubscribe function that will be made available to you with each direct marketing communication.

How do we store and protect personal information?

We store personal information electronically and in hard copy form, in a combination of computer storage facilities, paper-based files and other records. In doing so, we have taken numerous steps to protect your personal information from misuse, interference and loss, and unauthorised access, modification, or disclosure.

Additionally, we take reasonable steps to destroy or permanently de-identify personal information when it is no longer required. The types of measures we take vary with the type of information, and how it is collected and stored.

The internet is not a secure method of transmitting information. Accordingly, other than where we use secure socket layer technology (SSL) to ensure information is securely transmitted and processed, we cannot and do not accept responsibility for the security of information you send to or receive from us over the internet, or for any unauthorised access or use of that information.

Do we send personal information overseas?

We will not transfer your personal information outside Australia.

Correcting your personal information

We will take reasonable steps to make sure that the personal information we collect, is accurate, up-to-date, and complete. We will also take reasonable steps to ensure that the personal information we use or disclose is accurate, up-to-date, complete, and relevant.

If we believe the personal information, we hold is inaccurate, out-of-date, incomplete, irrelevant, or misleading, we will take reasonable steps to make the relevant correction.

If your personal details change, such as your address or phone number, please contact our Office Administrator by mail, telephone, fax, or email.

IGA Rewards

The IGA Rewards Program Privacy Policy tells you how we collect, hold, use and disclose your personal information in connection with your participation in the Program (whether as a member, Program partner, reward provider or otherwise), and/or use of the Program website (<https://igarewards.com.au>), any Program app, social pages and other Program digital services. Please refer to <https://igarewards.com.au/privacy-policy/> for a copy of the IGA Rewards Program privacy policy

Cookies

A cookie is a small data file that a website may write to your hard drive when you visit it. A cookie file can contain information, such as a user ID. You can refuse all cookies by turning them off in your browser.

Information is also generated when you visit our website to record such things as the time, date, browser type and specific page accessed. This information is collected for statistical and maintenance purposes to monitor and evaluate the websites' performance.

How can you access your personal information?

At your request, we will provide you with a copy of any personal information which we hold about you, unless an exception under the Privacy Act 1988 (Cth) applies. We may charge a fee for retrieving this information, in which case we will inform you of the fee and obtain your agreement to that fee before providing the information.

We will promptly acknowledge and investigate any complaint about the way we manage personal information.

How to contact us, or make a complaint

If you have any questions about this Privacy Policy, if you wish to update information we hold about you, or if you wish to make a complaint about our collection, use or disclosure of your personal information under this Privacy Policy, please contact:

The Office Administrator
Midatec Pty Ltd
P O Box 1724
Atherton Qld 4883
Ph: 07 4030 5111
Fax: 07 4091 1160
email: atherton@freshstmarketiga.com.au

We will take reasonable steps to remedy any issues resulting from our failure to comply with our privacy obligations.

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Signature: 
Michael Shakes, Director

Date: 6 April 2022