



TERMS & CONDITIONS

OUR PRIVACY STATEMENT:

At Robertson of Clare Wines Pty Ltd (hereafter known as Roc Wines), we aim to provide a safe and secure on-line ordering system that protects the confidentiality of our customers private information.

The very nature of online ordering means that Roc Wines has to collect personal information about our customers. When a customer places an order on our secure web server we need to know the name, age (to determine if the customer has attained the legal age to purchase alcohol), e-mail address, mailing and delivery address, credit card number and expiration date of the credit card.

To communicate over the internet Roc Wines uses Secure Sockets Layer (SSL) technology which encrypts the customer's data making it virtually impossible for a 3rd party to decipher the internet traffic. In addition, we store your confidential information in our offline database which is protected against unauthorized access. In short, Roc Wines is committed to protecting the privacy of our customers and adheres to the principles of the Amendment (Privacy Sector) Act 2000.

OUR PRIVACY COMMITMENT

Roc Wines on-line ordering system gathers information about our customers which enables us to provide the complete on-line ordering service. As part of our privacy commitment Roc Wines discloses the following in regard to this system.

WHY IS INFORMATION COLLECTED?

Personal information about our customers is collected so that Roc Wines can take orders, process orders, deliver orders, resolve complaints and deal with returns. To take and process an order, we need to identify you to establish that you are legally able to purchase alcohol. To approve an order we require your credit card details, your address and the delivery address.

From our customers perspective Roc Wines keeps a record of all processed orders so that we can answer any enquiry you may have in the future - including details of a past purchase and proof of delivery, so we can make your future on-line purchasing easier, or to provide you with prompt assistance if you should call our office for support. Short term enquiries may include answering a question from you regarding the status of the order such as tracing an undelivered order.

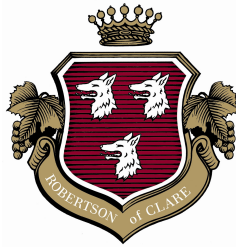
At Roc Wines we offer special promotions and conduct competitions from time to time and hence we need to keep a record of our customers information so that we can inform them of these offers. In order to administer a promotion or competition and notify winners certain private information is collected from the participants at the time.

HOW IS THE INFORMATION COLLECTED?

Roc Wines collects your personal information when you either join our wine club, or you place an order or you enter one of our competitions or promotions. Roc Wines uses Secure Sockets Layer (SSL) technology to encrypt all data transferred while the customer is on-line.

Only after you have registered on our web site will any of your personal details be stored in the Roc Wines database. No information will be collected from browsing our web site. Our web server uses cookies if the customer's browser allows. The cookie is only used for shopping session purposes, it is not used for collecting individual details.

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If you voluntarily sign up for our e-mail Services, we will request your name and e-mail address - which we use to send the information you requested.

If you enter a competition or a promotion, we will request your name, address and e-mail address so we can administer the contest and notify winners.

No information will be collected unlawfully or by unfair means or in any unreasonably intrusive manner.

HOW IS YOUR PERSONAL INFORMATION STORED?

At Roc Wines all customer information is kept on a secure server and protected by firewall security systems. Confidential information, such as your address, credit card details and order history are not stored on Roc Wines web server. This data is stored in our off-line database, which is protected against unauthorised access.

Should the customers' personal contact details be incorrect, require updating, or the customer would like to be removed from the database, the customer will need to contact Roc Wines via mail or use the contact link on the Roc Wines website so the appropriate action can be taken.

WHO CAN ACCESS YOUR PERSONAL INFORMATION?

Your personal information will be kept confidential and at no time will this information be traded, swapped, exchanged or sold to any other party or company. Roc Wines will not use this information for any other purpose than to complete a customer's order, to communicate with the customer to discuss any problems or delays concerning their order(s) or to send out information on any promotions, competitions or news. However, the situation may arise where it is necessary and unavoidable to disclose certain information to third parties that are involved in the processing of your order. For example, the financial institution that issued your credit card and the shipping carrier that delivers your order.

DO YOU NEED TO PROVIDE PERSONAL INFORMATION?

No you don't but if requested information is not provided, Roc Wines may be unable to complete a transaction or our ability to provide a requested service may be impaired or constricted. In the case of first time transactions Roc Wines may phone the customer to confirm their personal details. This is purely a precautionary measure intended to re-affirm the details are correct and to prevent fraud.

IN SUMMARY

We are committed to protecting your privacy. We do not sell, trade or rent your personal information to 3rd parties. Basically the information we collect is used to conduct our business and to maintain a superior level of service to our customers.

Our postal address is Suite 8, Level 1, 694 Pacific Hwy, Killara, NSW, 2071, Australia.



'It is against the law to sell or supply alcohol to,

or to obtain alcohol on behalf of, a person under the age of 18 years.'

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