



The Gateway to Total Plant
& Landscape Supply®

Nursery Traders **Privacy Policy**

Introduction

This Privacy Statement provides information on how we protect the privacy of and confidentiality of your personal information in accordance with the National Privacy Principles. This Privacy Statement covers only personal information, meaning information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Who we are

Nursery Traders Pty Ltd ACN 010 219 306 (referred to as 'Nursery Traders') operate a wholesale nursery market incorporating the display of over two hundred suppliers of horticultural products. Nursery Traders provides a gateway to total plant and landscape supply. Nursery Traders is bound by the National Privacy Principles under the Privacy Act 1988 when it deals with your personal information.

Information that Nursery Traders Collects

The types of personal information that we collect from you include:

- Address details;
- Australian Company Number;
- Australian Business Number;
- Bank Account Details
- Billing address;
- Email Addresses;
- Online Product Catalogue Favorites;
- Preferred Transport Arrangements;
- Product Purchases;
- Telephone and Facsimile numbers;
- Trade Referees; and
- Web Site Registrations.

In addition we collect information about cumulative site visits to the markets, the web site, the online product catalogue, the online ordering system and analyze in aggregate form that is , as a whole.

How Nursery Traders Collects Information

We may collect personal information about you when you deal with us over the telephone, send us correspondence (whether by letter, fax or email), visit our web site or when you have contact with us in person.

You provide personal information to us:

- When you applying for trade accreditation at Nursery Traders;
- When you request a quotation, place an order or source products;
- Via www.nurserytraders.com.au; and
- Under any other agreement or arrangement.

We may use cookies to collect information about your use of our website. You can find out more information about our website information handling practices from time to time by reviewing our [Statement of Online Information Practices](#).

How Nursery Traders Uses Your Personal Information

In general we ask for information needed to support and enhance your customer relationship with Nursery Traders. This information is used to create a superior purchasing experience for you and may also be used to help us develop products and improve services in different areas, such as invoicing, order fulfilment, plant sourcing or quotations.

In addition personal information may be used to conduct marketing activities; we may use information to identify products or services that may be of benefit to you. From time to time we may communicate with you about new or existing products and services. If you do not want to receive marketing information you can contact us at any time by using the address details listed below or sending an email to unsubscribe@nurserytraders.com.au We will process your request as soon as possible.

Security

Nursery Traders is dedicated to keeping secure the personal information that you have provided to us. We take reasonable steps to ensure the protection of all personal information from unauthorized access, disclosure, misuse, modification, loss or destruction.

As far as is permissible by law Nursery Traders accepts no responsibility for the unauthorized access of personal information held.

Disclosure of Personal Information to Third Parties

Changes to This Privacy Statement

Your information will be shared between related companies in the Nursery Traders Group as necessary.

We engage third party contractors to perform services for us which involves the contractor being provided with personal information we hold. For example, we currently engage third party contractors to:

- Assist with obtaining payment from debtors;
- Provide email and web site services;
- Provide electronic funds transfer services;
- Provide postal services;
- Provide Software Development; and
- Provide transport services;

In these situations, the third party contractor uses your personal information only for the specific purpose for which we supply it. If required we may also disclose your personal information to various law enforcement agencies and governments.

Access of Information Nursery Traders Holds About You

Subject to the provisions of the Privacy Act we will, on request, provide you with access to the information we hold about you. We will ensure that your request to provide access to this information will be dealt with in a reasonable time. Please note that we may recover from you our reasonable costs of supplying you with access to this information.

If we refuse to provide you with access to the information, we will provide you with reasons for the refusal and inform you of any exceptions relied upon under the National Privacy Principles.

Keeping Your Personal Information Up To Date

We take reasonable steps to ensure that your personal information is accurate, complete, and up-to-date whenever we collect or use it.

If the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us and we will undertake all reasonable steps to correct the information.

Resolving Your Concerns

If you wish to gain access to your personal information, have a complaint about a breach of your privacy or you have any query on how your personal information is collected or used please forward your request, complaint or query to the following address:

Privacy Officer
Nursery Traders
PO Box 532
Capalaba QLD 4157

Alternatively contact us via email privacy@nurserytraders.com.au. Please be assured that we will respond to your query or complaint as soon as possible.

This is the current Privacy Statement. It replaces any other Privacy Statement published on the Nursery Traders Web Site to date. Nursery Traders may amend this Privacy Statement from time to time as our business requirements or the law changes. Any changes to this Privacy Statement will be updated on www.nurserytraders.com.au. To ensure you have the current privacy policy document please visit our web site.