



The Gateway to Total Plant  
& Landscape Supply™

# **Nursery Traders** **Statement of Online** **Information Practices**

## **Introduction**

Nursery Traders Pty Ltd and its related companies (collectively referred to as "Nursery Traders") appreciates that you may be concerned about the confidentiality and security of information we may gain about you online.

Nursery Traders is dedicated to protecting your privacy. The Nursery Traders [Privacy Statement](#) provides information on how we protect the privacy and confidentiality of your personal information. The principles set out in the Nursery Traders [Privacy Statement](#) also apply to personal information collected through the Nursery Traders Internet Web Sites.

This Statement of Online Information Practices contains additional information about our practices in relation to the collection, use and publication of personal and other information through our web sites.

## **Information that Nursery Traders Collects via the Web Site**

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

- Accreditation Application details;
- Email Addresses;
- Order and Quotation Fulfilment Information (including Tracking the status of orders and quotations);
- Online Product Catalogue Favourites;
- Preferred Transaction Arrangements;
- Web Link Registrations;

In addition we also collect information on web site activity in aggregate form. This information does not identify any individual however, it does provide us with statistics that we can use to develop and enhance our Web Site.

If you complete a form online for example, an online application form, online order or quotation the information that you enter into the form will only be collected by us if you submit the form. If at any stage you log out prior to submitting your application, the information you have entered up to that point will be automatically deleted.

## **Cookies**

In order to provide you with superior personalised service and an enhanced Internet Web Site Nursery Traders uses "cookies". Cookies are small text files that save information you have supplied. This information is stored on your computer (not the

internet host). When you log on to our web site, the information in that cookie is sent to our web server and can be used to customise the page you see in your web browser. The only personal information a cookie can contain is information you personally supply and web pages you have visited. A cookie cannot read data off your hard disk or read cookie files created by other websites.

The Nursery Traders Internet Web Site may store cookies on your web browser in order to improve service for you on your subsequent visits to this Internet Web Site. Most web browsers can be configured to notify the user when a cookie is received, allowing you to either accept or reject it. You may also inspect the cookies stored by your web browser and remove any that you do not want.

If you disable the use of cookies on your web browser or remove or reject specific cookies from this Internet Web Site or linked sites, then you will not be able to save your user name and password, however you will still be able to access all parts of the web site.

## **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.

## **Online Security**

Unfortunately, no data transmission over the Internet can be guaranteed as totally secure. Accordingly, Nursery Traders cannot ensure or warrant the security of any information you transmit to us or from our online products or services and you do so at your own risk. Once we receive your transmission, we take reasonable steps to preserve the security of the information in our own systems.

## **Maintaining Your Personal Information.**

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 complete an [Change of Accreditation Details \(Trade Only\) Form](#) and we will undertake all reasonable steps to correct the information.

## **Web Links**

For your convenience the Nursery Traders Internet Web Site contains links to the websites of third parties ("external sites"). We wish to advise you that Nursery Traders is not required to maintain or update these links. In addition these websites are not subject to the Nursery Traders Privacy Statement. We recommend that you review the privacy policy of each individual Internet Web Site that you access via the hyperlinks provided prior to accessing each website

Links to external sites should not be construed as any endorsement, approval, recommendation or preference by Nursery Traders of the owners or operators of the external sites, or for any information, products or services referred to on the external sites unless expressly indicated on the Nursery Traders Internet Web Site.

Nursery Traders makes no warranties and accepts no liability in relation to material contained on external sites.

## **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 via email to [privacy@nurserytraders.com.au](mailto:privacy@nurserytraders.com.au). Please be assured that we will respond to your query or complaint as soon as possible.

## **Amendments to the Statement of Online Information Practices**

This is the current Statement of Online Information Practices. It replaces any other Statement of Online Information Practices published on the Nursery Traders Internet Web Site to date. Nursery Traders may amend this Statement of Online Information Practices from time to time as our business requirements or the law changes. Any changes to this Statement of Online Information Practices will be updated on [www.nurserytraders.com.au](http://www.nurserytraders.com.au). To ensure you have the current privacy policy document please visit our Internet Web Site.

## **Intellectual Property Rights**

The material contained on this Internet Web Site is protected by copyright. The information on this Internet Web Site has been prepared by Nursery Traders to assist the horticultural industry. It is intended as a guide only.

Except to the extent permitted by relevant copyright legislation, you must not transmit, store, use, copy, modify, publish or distribute the material on this Internet Web Site, or create any other material using material on this Internet Web Site, without obtaining the prior written consent of Nursery Traders.

## **Disclaimer**

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