



PRIVACY POLICY

APPLICATION

This policy outlines the ways in which the Northern Rivers Food (NRF) collects, uses, discloses, stores, secures, manages and disposes of Personal Information that is collected.

Statement of Intent

NRF is committed to protecting the privacy of members and non-members and ensuring the security of personal information maintained within the organisation. In this regard, NRF endorses the National Privacy Principles (set out in amendments to the Privacy Act 1988) and have adopted them in the management of personal information.

NRF applies best practice in the management of personal information whilst conducting organisational activities in such a way as to better serve its members, the food industry and the community.

Under the Privacy Act, personal information means information or an opinion, true or false and whether recorded in a material form or not, about an individual whose identity can be reasonably ascertained from that information or opinion.

This policy is designed to help members and non-members better understand the following matters:

- Obligations of NRF
- What personal information is collected and how it is collected
- How and why personal information is maintained and used
- Confidentiality & security
- Access to Personal Information
- Google Analytics and the use of cookies
- Changes to this Policy

NRF displays details of this Privacy Policy on its website and the following information is made available for the information of staff and other users of that website.

Our obligations

Northern Rivers Food is bound by the [Privacy Act 1988 \(Cth\)](#), including the [Australian Privacy Principles \(APP\)](#).

The kinds of Personal Information we collect and hold

The kinds of Personal Information we collect from you may vary depending upon the nature of the services or advice you have instructed us to provide. NRF only collects information necessary for us to carry out our functions and activities such as:

- to supply you with the membership services that you have requested;
- to process your membership order made to us through the website;
- to provide you with the information that you have requested as a member;
- to provide you with details about information you have requested from us;
- to provide you with information about member news, special offers, new products and other services offered by NRF.

Generally, we will collect information regarding your name, contact details and business information/details dependent on the service provided. We may also collect and hold other pertinent information directly related to your contact with us, such as survey information which you have volunteered to give us.



You can be certain that the information we receive about you will be treated as strictly confidential.

How we collect and hold your Personal Information

We will collect the majority of your personal information from you directly. We may also however obtain your personal information from members of your family or workforce where they have been given authority to provide information on you or your business.

We do not share information about you with other agencies (third parties) without your express permission unless it:

- is necessary to provide you with a service that you have requested
- is required or authorised by law
- will prevent or lessen a serious and imminent threat to your health or those in your immediate vicinity.

How do we safeguard Personal Information?

We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with our organisation. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible. In some cases we may ask for a written request for correction. We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorised access to personal information.

Personal information may be stored both electronically and in hard-copy form. Credit card details are processed via our secure payment gateway, such that no credit card details are stored on our online system.

We use appropriate security measures when destroying personal information, including shredding paper records and permanently deleting electronic records.

We retain personal information only as long as is reasonable to fulfil the purposes for which the information was collected or for legal or business purposes.

Your choices

You may request access to personal information about you that we hold. We encourage you to contact us about your personal information if you find that it is not accurate or complete.

You may opt out of any further contact from us.

To protect your privacy and the privacy of others, we will need evidence of your identity before we can grant you access to information about you or change it.

Google Analytics

We use Google Analytics to collect information about how people use the Northern Rivers Food website. The information we obtain from Google Analytics helps us understand user needs so that we can offer a better user-experience.

Google Analytics uses cookies to collect information about which pages you visit, how long you are on the site, how you got there (for example from a search engine, a link, an advertisement etc.) and what you select. Information collected by the cookies (including your IP address) is transmitted to and stored by Google on servers in the United States.

By using the NRF website, you consent to the processing of data about you by Google in the manner described in [Google's Privacy Policy](#)⁵ and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or use the [opt-out service](#)⁶ provided by Google.

Changes to the Privacy Policy

The NRF's privacy policy will be monitored and when necessary will be revised. The NRF will notify you of any amendments to its privacy policy by posting an updated version on this website at www.northernriversfood.org