

Coolabah Tree Cafe - Privacy Policy

1. We and our related entities are committed to preserving your privacy. This Privacy Policy reflects our commitment to you, and sets out our policies and procedures in relation to how we collect and handle your personal information.
2. Membership in our Loyalty Program requires you to provide information about yourself. We may collect this information from you by one of the following means:
 - * membership application forms for our Loyalty Program;
 - * competition entry forms;
 - * when you call or email us to discuss your membership in the Loyalty Program or for any other purpose;
 - * email or SMS;
 - * surveys;
 - * visits to our website; and
 - * from third parties.
3. We may collect personal details such as contact details, your address and telephone number, your email address, your age and date of birth, your preferred Coolabah Tree Cafe products, and other information so that we can continue to provide Loyalty Program benefits and services for the benefit of all members.
4. When you access our website we may automatically track information about you to do internal research and for statistical purposes. This may include your IP address, the URL you came from and the URL you next go to, the date and time of your visit to our site, and the pages accessed and documents downloaded.
5. We may also use cookies to store your preferences and information, and to record session information. Cookies are files that are placed on your hard drive. You are free to decline our cookies if your browser allows this function, however please note that you may not be able to use certain features on our website if you do so.
6. We use personal information primarily for the purpose for which it was collected, and you will normally be aware of the purpose of the collection.
7. Your personal information may from time to time be referred to by us or our contractors for marketing purposes. This includes informing you of other products, services and events that we operate or are associated with. We may also give your information to organisations that are providing special prizes or offers that are associated with the Loyalty Program.
8. If you do not wish to receive promotional information from us, please visit www.ctcafe.com.au, go to the page titled "Loyalty Program", access your contact details, and set the option that you do not want us to send you promotional information.
9. We treat personal information which we collect from you in the same way that we treat our other confidential information.
10. Personal information will not be disclosed to other third parties than mentioned above without your approval, unless, acting in good faith, we believe that disclosure is necessary to protect the our rights or property or in order to comply with any legal process or requirement.
11. We will take all reasonable steps to ensure the security of all personal information we collect. This involves storing the information in secure environments to safeguard it from misuse and loss, as well as modification or disclosure.
12. Due to technical limitations, we cannot ensure that your personal information will never be disclosed in ways not otherwise described in this privacy policy. For example other parties may intercept or access transmissions or private communications without our consent and outside our control. As such we cannot and do not guarantee that your personal information or private communications will always remain private.
13. From time to time we may update our privacy policy. All changes will be announced on our website. If you are concerned about how your information is used you should check our website periodically or contact us to discuss any changes.
14. Our website may contain links to other sites operated by third parties. We are not responsible for the privacy practices of those third parties.

You have the right to access the information we hold about you and to update that information. If you would like to gain access to the information we hold about you, please contact our Privacy Officer at info@ctcafe.com.au