

Website Privacy

Privacy Policy and Notice

This is the privacy notice of The Trustee for The Wheare Family Trust. In this document, “we”, “our”, or “us” refers to The Blu Tulip with ABN 43 217 610 665

Our registered office is at 10 Jetty St Grange SA 5022.

This is a notice to inform you of our policy about all information that we record about you. It covers both information that could and could not identify you.

We are extremely concerned to protect your privacy and confidentiality. We understand that all users of our web site are quite rightly concerned to know that their data will not be used for any purpose unintended by them and will not accidentally fall into the hands of a third party. Our policy is both specific and strict. It complies with Australian law. If you think our policy falls short of your expectations or that we are failing to abide by our policy, **do please tell us**.

Except as set out below, we do not share, or sell, or disclose to a third party, any personally identifiable information collected at this site.

Here is a list of the information we collect from you, either through our web site or because you give it to us in some other way, and why it is necessary to collect it:

1. Business and personal information

This includes basic identification and contact information, such as your name and contact details and also includes all information given to us in the course of your business and ours, such as information you give us in your capacity as our client. We undertake to preserve the confidentiality of the information and of the terms of our relationship. It is not used for any other purpose. We expect you to reciprocate this policy.

This information is used:

- 1.1. to provide you with the services which you request;
- 1.2. for verifying your identity for security purposes;
- 1.3. for marketing our services and products;

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- 1.4. information which does not identify any individual may be used in a general way by us or third parties, to provide class information, for example relating to demographics or usage of a particular page or service.

We keep information, which forms part of our business record for a minimum of six years. That is because we may need it in some way to support a claim or defence in court. That is also the period within which our tax collecting authorities may demand to know it.

2. Market place information

When we obtain information from you specifically to enable you to buy a service offered on our web site by some other person, we assume that in giving us your information, you are also giving us permission to pass it to the relevant person.

3. Your domain name and e-mail address

- 3.1. This information is recognised by our servers and the pages that you visit are recorded. We shall not under any circumstances, divulge your e-mail address to any person who is not an employee or contractor of ours and who does not need to know, either generally or specifically. This information is used:
 - 3.2. to correspond with you or deal with you as you expect;
 - 3.3. in a collective way not referable to any particular individual, for the purpose of quality control and improvement of our site;
 - 3.4. to send you news about the services to which you have signed up;
 - 3.5. to tell you about other of our services or services of sister web sites.

4. Website usage information

We may use software embedded in our website (such as JavaScript) to collect information about pages you view and how you have reached them, what you do when you visit a page, the length of time you remain on the page, and how we perform in providing content to you. We do not presently associate such information with an identifiable person.

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5. Financial information relating to your credit cards

This information is never taken by us either through our website or otherwise. At the point of payment, you are transferred to a secure page on the website of EWay / PayPal / AfterPay or some other reputable payment service provider. That page may be dressed in our “livery”, but it is not controlled by us. Our staff and contractors never have access to it.

6. Note on padlock symbols and other trust marks

Many companies offer certification and an icon or other small graphic to prove to site visitors that the site is safe. Some certify to a high level of safety. Others are more concerned to take our money than to provide a useful service. We do not handle information about your credit card so do not subscribe to any such service.

7. Financial information relating to your credit cards

We may keep your financial information to provide you with a better shopping experience next time you visit us and to prevent fraud.

We use Secure Sockets Layer (SSL) certificates to verify our identity your browser and to encrypt any data you give us when you buy. This includes financial information such as credit or debit card numbers. Our SSL certificate encryption level is 128-bit/256-bit. Whenever we ask for financial information, you can check that SSL is being used by looking for a closed padlock symbol or other trust mark in your browser URL bar or toolbar.

We take the following measures to protect your financial information:

- 7.1. We keep your financial information encrypted on our servers.
- 7.2. We do not keep all your data, so as to prevent the possibility of duplicating a transaction without a new instruction from you.
- 7.3. Access to your information is restricted to authorised staff only.
- 7.4. We automatically delete your information when the card expires.
- 7.5. If we ask you questions about your financial information, we shall show partial detail [the first four OR the last four digits of the debit or credit card number], only enough to identify the card(s) to which we refer.

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AND/OR

8. Financial information about your direct debit

When you have agreed to set up a direct debit arrangement, the information you have given to us is passed to our own bank, CommBank for processing according to our instructions. We do / do not keep a copy.

We are registered under the direct debit guarantee scheme. (This provides for the customer's bank to refund disputed payments without question, pending further investigation. Direct debits can only be set up for payments to beneficiaries that are approved "originators" of direct debits. In order to be approved, these beneficiaries are subjected to careful vetting procedures. Once approved, they are required to give indemnity guarantees through their banks.)

9. Credit reference

To assist in combating fraud, we share information with credit reference agencies, so far as it relates to clients or customers who instruct their credit card issuer to cancel payment to us without having first provided an acceptable reason to us and given us the opportunity to refund their money.

10. Information we obtain from third parties

Although we do not disclose your personal information to any third party (except as set out in this notice), we do receive data which is indirectly made up from your personal information, from software services such as Google Analytics and others. No such information is identifiable to you.

11. Content you provide to us with a view to be used by third party

If you provide information to us with a view to it being read, copied, downloaded, or used by other people, we accept no responsibility for what that third party may do with it. It is up to you to satisfy yourself about the privacy level of every person who might see your information. If it is available to all the World, neither we nor you have no control whatever as to how it is used.

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12. Re-marketing

We may use re-marketing from time to time. This involves Google or some other supplier placing a tag or marker on your website in order to be able to serve to you an advert for our products / services when you visit some other website.

13. Use of site by children

We do not market to children, nor do we sell products or services for purchase by children. We do sell products and services for end use by children, but for purchase by adults. If you are under 18, you may use our site only with consent from a parent or guardian.

14. Disclosure to Government and their agencies

We are subject to the law like everyone else. We may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

15. Compliance with the law

This confidentiality policy has been compiled so as to comply with the law of every jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your country, we should like to hear from you, but ultimately it is your choice as to whether you wish to use our website.

16. Review or update personally identifiable information

At any time you may review or update the personally identifiable information that we hold about you, by contacting us at the address below. To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information.

17. Removal of your information

If you wish us to remove personally identifiable information from our web site, you may contact us at theblutulip.com.au/contact-us/ To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information.

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18. Data may be “processed” outside Australia

Our web sites are hosted in Australia. We also use outsourced services in countries outside Australia from time to time in other aspects of our business. Accordingly, data obtained within Australia may be “processed” outside Australia and data obtained in any other country may be processed within or outside that country.

19. Complaint’s procedure

- 19.1. If you have a complaint about how we have collected or handled your personal information, please contact us. We will endeavour in the first instance to deal with your complaint and take action to resolve the matter.
- 19.2. If your complaint cannot be resolved at the first instance, we will ask you to lodge a formal complaint in writing, explaining the circumstances of the matter that you are complaining about, how you believe your privacy has been interfered with and how you believe your complaint should be resolved.
- 19.3. We will acknowledge receipt of your formal complaint and indicate the timeframe that you can expect a response. We will endeavour to resolve the complaint as quickly as possible, but if the matter is complex and our investigation may take longer, we will let you know when we expect to provide our response.
- 19.4. If you are unhappy with our response, you may refer your complaint to the Office of the Australian Information Commissioner.

How you can contact us

Emailing: service@theblutulip.com.au

Sending a letter to us at:

Lisa Wheare
[10 Jetty St, Grange, SA 5022 South Australia](#)

OAIC contact details:

Officer of the Australian Information Commissioner (OAIC)

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<https://www.oaic.gov.au/about-us/contact-us/>

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20. Change in Privacy Policy

As we plan to ensure our privacy policy remains current, this policy is subject to change. Please return periodically to review our privacy policy.

If you have any question regarding the privacy policy, please contact us through the contact page.

Now **[take me back](#)** where I was before reading this.