

privacy policy

Jamu Australia Privacy Statement

Jamu's undertakings

Jamu Australia has a legal responsibility to handle personal information relating to existing or potential customers, consultants and employees in accordance with the Privacy Legislation.

We collect, use and store personal and sensitive information in relation to:

- a) The process of confirming and undertaking orders from potential and existing customers;
- b) Recruitment; and
- c) Contracting and consulting.

Personal information may be collected from various sources including:

Responses to advertisements;
Web site inquiries and ordering;
In-store inquiries and ordering;
E mail, mail, facsimile and word of mouth; and
Information received from suppliers or third parties.

Our web site does not collect information from viewers without the prior consent of the viewer through the registration process and the web site does not collect personal information from cookies.

We recognise and value the protection of your personal information, and we are governed by and observe the requirements of the Privacy Act 1988 (Cth). This policy describes the means of collection, use, storage and access of any personal or sensitive information received from you.

Jamu Australia has accepted and adopted the National Privacy Principles reflected in the Privacy Act as amended or varied from time-to-time. We will not collect any personal information which is of an offensive nature.

All of this information is deemed to be entirely confidential and is maintained only through necessity and you give us your express consent to collect and store that information. All sensitive information stored by us will be dealt with strictly in accordance with the requirements of the Privacy Act.

Your responsibilities

When submitting information to us via our web site or in-store order confirmation system, you may be asked to register with us using your email address as username, and provide a password so that you can access our on-line services. You are solely responsible for maintaining the secrecy of your user name and password.

Your option not to provide personal information

When you wish to register or use our web site or in-store ordering services, you may need to provide us with your personal information. We use this information to verify your identity, and to deliver your order. Giving this information to us is optional, however if you do not provide it we may not be able to contact you in order to complete your order. Whenever it is optional for you to provide information we will make this clear to you.

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Disclosure of information

We will keep the personal information that we collect from you, strictly confidential. We will not sell, distribute, rent, license, disclose or reveal, share or pass the information onto any third parties, other than those who are contracted to us to keep the information confidential, and other than our subsidiary companies who are also management companies. We will only pass information onto third parties where we know information is subject to a statute or a scheme which imposes similar restrictions to the National Privacy Principles contained in the Privacy Act regarding the handling of personal information.

We may disclose personal information that we collect from you for the purpose specified to you at the time of collection if:

You would reasonably expect us to disclose it for that purpose; and

That purpose is related to the purpose specified to you at the time of collection.

Security of your information

We will take all reasonable steps to ensure that all information collected from you, that we use or disclose is accurate, up-to-date, complete and stored in a secure environment accessed only by our authorised personnel. Any transmissions sent to or from the Jamu web site are only monitored for product ordering administration.

Please keep in mind that no information transmitted over the Internet can be guaranteed to be 100% secure. We will endeavour to protect your personal information, however we cannot ensure or warrant the security of any information you transmit or receive from us. These activities are conducted at your own risk. Once we receive your transmission, we will use our best efforts to ensure its security.

We maintain firewall security to our computer system to ensure unauthorised external access is prohibited. A security and auditing log is maintained to support the security.

Where information is stored as a hard copy, the information will be maintained in a locked filing cabinet or in other locked filing cabinets accessed only by our authorised personnel.

Accessing, correcting or up-dating your personal information

Once you have registered with us through our web site registration, we rely on you to continuously update your information on the web site when your personal details changes (eg contact details). If these updates are not made, we may have difficulties contacting you.

Where you have provided business cards to us, you consent for us to retain the business cards on our file and you agree for us to be able to contact you using that information as a point of reference. If you do not wish us to use that information, please contact us and we will remove that information.

How to contact us

At all times, we will take great care to ensure that your personal information is protected and treated confidentially and in accordance with the Privacy Act.

If you have any questions or concerns or believe we have not dealt with your personal information in a manner that complies with the Privacy Act, please contact Jamu Australia by telephoning **+61 (7) 32106681** or use the contact us on our website **www.jamu.com.au** to send any queries via e-mail.



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Jamu reserves the right to modify or amend this policy at any time.

For further privacy information, please refer to the Australian Privacy Commissioner's web site at www.privacy.gov.au.

We appreciate you taking the time to read the Jamu Privacy Policy.