

## Privacy And Terms

We take the privacy of our customers very seriously and we will only collect and use your personal information as outlined below.

### PERSONAL INFORMATION COLLECTED

Sungkai Park does not sell, share or trade your personal information collected online with third parties.

Personal information collected online will be strictly for internal use only to fulfill your order or enquiry.

### COLLECTION OF PERSONAL INFORMATION

When you place an order the personal information we collect may include your:

- Name
- Delivery/Billing Address
- Email Address
- Telephone Number
- Mobile Number

The personal information we collect from you will be used in some or all of the following ways:

- To deliver the products you have purchased
- To update you on the delivery of the product and for customer support purposes

### SECURITY OF YOUR PERSONAL INFORMATION

Sungkai Park ensures that all information collected will be safely and securely stored.

We protect your personal information by:

- Restricting access to personal information
- Maintaining technology products to prevent unauthorised computer access
- Securely destroying your personal information once your order is complete.
- We do not collect or process any of your financial details. When making a credit card payment for an order your transaction is conducted directly with Australia Post Secure Pay.

### DISCLOSURE OF PERSONAL INFORMATION

We will not share your information with any other organisations other than related companies and those third parties directly related to the delivery of the products you have purchased from Sungkai Park

In exceptional circumstances, Sungkai Park may be required to disclose personal information, such as when there are grounds to believe that the disclosure is necessary to prevent a threat to life or health, or for law enforcement purposes.

Sungkai Park is committed to complying with the Privacy Act and the National Privacy principles.

### COLLECTION OF COMPUTER DATA

When you visit Sungkai Park Pistachio website, our servers will automatically record information that your browser sends whenever you visit a website. This data may include:

- Your computer's IP address
- Webpage you were visiting before you came to our site
- The pages with in Sungkai Park Pistachio website you visit
- The time spent on those pages, items and information searched for on our site, access times and dates, and other statistics.

This information is collected for analysis and evaluation in order to help us improve our site and the services and products we provide. This data will not be used in association with any other personal information.

## **ORDERS**

If you purchase pistachios from us, we may request certain personally identifiable information from you. You may be required to provide contact information such as name, Email, and postal address. We use this information to fill your order. If we have trouble processing an order, we will use this information to contact you.

Any financial information (such as credit card number, expiration date) you provide to pay for your purchase will processed by Australia Post Secure Pay. Sungkai Park has no direct involvement in the payment process and will never see or collect this financial information.

## **COMMUNICATIONS**

Sungkai Park uses personally identifiable information for essential communications, such as Emails, fulfillment of your order, and critical service details.

## **LEGAL**

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Website.

## **LINKS**

Any links on the Sungkai Park Pistachio site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of pistachios.net.au

## **COOKIES**

Sungkai Park Pistachio website does not use cookies.

## **CHANGES TO THE PRIVACY POLICY**

Sungkai Park reserves the right to modify and change the Privacy Statement at any time. Any changes to this policy will be published on our site.

## **PRICING**

Prices can and do change regularly. All of our prices are in Australian Dollars (AUD) and prices are inclusive of Goods and Services Tax (GST) where applicable.

## **PLACING AN ORDER**

If you wish to purchase pistachios from us, please use our email enquiry request form on our website. Include your postal address, postcode, name and contact details & the quantity of pistachios you wish to order. We will then email you an invoice which includes the freight/postage cost and payment options. Goods will not be mailed until payment has been received.

Our preferred payment is by direct deposit to our bank account, Visa or Master Card. If you pay by Visa or Master Card a processing fee will apply. This will be shown on our invoice we email to you.

## **AUSTRALIA POST SECURE PAY**

Sungkai Park uses Australia Post Secure Pay for Visa card and Master card transactions. For customers wishing to make their payment by Visa or Master card ,a link to Australia Post Secure Pay is provided on the purchase invoice we send you. Australia Post Secure Pay processes online credit card transactions for thousands of Australians, providing a safe and secure means of collecting payments via the Internet.

For more information about Australia Post Secure Pay and online credit card payments, please visit [www.securepay.com.au](http://www.securepay.com.au)

## **DELIVERY OF YOUR ORDER**

1. Freight will be charged in addition to the quoted purchase price of the pistachios. We will advise of this cost when we send you our purchase invoice email. We use Australia Post to ship orders to all locations within Australia. We do not deliver anywhere outside of Australia.
2. Please allow 5-10 days for shipping within Australia.
3. Australia Post will deliver Items to the postal address you provided on your order during normal business hours.
4. Items are at the Customer's risk once dispatched by us to the shipper and we accept no liability for the delivery of the Items by the shipper.

## **DELIVERY STATUS AND ENQUIRIES**

After your order has been shipped, you can track your package using the tracking number we provide you in the shipping confirmation email. Please allow 5-10 working days for delivery. We only use Australia Post Regular Post delivery.

## **LOCAL PICKUP (ON FARM OR SOUTH MELBOURNE):**

Local pick up is available from our farm and from South Melbourne by appointment only. You can request a local pick up at the time you submit your order enquiry. An appointment can be arranged and pick up location details will be provided at the time the appointment is confirmed.

## **INTERNATIONAL ORDERS**

We do not provide for orders outside of Australia.

## **COMPLAINTS ABOUT BREACHES OF PRIVACY**

If you are not satisfied with the way in which we handle your enquiry or complaint, please alert us immediately by emailing [enquiries@sungkaipark.com](mailto:enquiries@sungkaipark.com).