

PRIVACY POLICY

Last updated: 1 April 2022

Bundaleer Sustainable Investments Pty Ltd (ABN 78 602 890 406) is committed to protecting your privacy and personal information. This privacy policy covers BSI and its related businesses, in particular the Megalong restaurant and Lot 101 farm (referred to as 'BSI', 'we', 'our' or 'us' in this Privacy Policy). We collect, use, store, manage and disclose all personal information in accordance with the Australian Privacy Principles ('APPs') set out in the *Privacy Act 1988* (Cth).

This Privacy Policy explains how we collect, use, manage and disclose personal information and how you can contact us if you have queries about our management of your personal information.

This Privacy Policy applies to use of the websites of BSI and its related businesses namely "Megalong" and "Lot 101" (www.megalongrestaurant.com.au & www.lot101.com.au) and to any of our social media services (e.g. Instagram, Facebook/Twitter etc) primarily for the collection of data for accommodation and restaurant/café reservations (collectively 'Services'), regardless of how the Services are accessed. By, using our Services, or submitting personal information to us, you accept the terms of this Privacy Policy, and consent to our use, collection, disclosure and retention of personal information as described in this Privacy Policy.

Generally, you have no obligation to provide any personal information requested by us. However, if you do not consent to the terms of this Privacy Policy, we may not be able to supply the Services to you. You expressly "consent" when using our Services to us dealing with your personal information in accordance with this Privacy Policy and any terms of use you may sign when making a booking. You may withdraw your "consent" at any time by contacting our privacy officer, but we may not be able to provide our Services to you if you withdraw consent.

We reserve the right, at our discretion, to update or revise this Privacy Policy from time to time. Changes to the Privacy Policy will apply immediately to all personal information held by us at that time. Any updated versions of this Privacy Policy will be posted on our website. Therefore, you should review our Privacy Policy regularly to ensure you are familiar with any changes.

We have an appointed privacy officer to monitor and advise on compliance with the Privacy Act in Australia.

1. Collection & Disclosure of Personal Information

1.1 To get access to or use some of our Services, we may require you to provide certain information by which your identity, and those of others, can reasonably be ascertained such as (separately and together referred to as '**personal information**')

- individuals' names;
- organisation names;
- position and/or title;
- addresses;
- phone numbers;
- fax numbers; and
- e-mail addresses.

We generally do not collect "Sensitive Information" as defined by s.6(1) of the *Privacy Act 1988* (Cth) (such as information concerning your health, sexual orientation/practices, membership of a trade union, political views/association, religious or philosophical beliefs, race or ethnicity).

- 1.2 You acknowledge and agree that all personal information submitted by you (including personal information related to another individual) is submitted to us with all necessary consents that we may use such information in the ways contemplated by this Privacy Policy and any terms of use with respect to the provision of our Services to you.
- 1.3 We may collect personal information that you provide via our website, via your device (such as a smart phone, tablet or other device), by making a booking with us, or otherwise by telephone, mail, printed and online forms or e-mail, for example when you:
 - (a) submit personal information to us for the purpose of subscribing to our mailing lists or otherwise accessing Services made available by us;
 - (b) knowingly give us information by e-mail, telephone or via our website; or
 - (c) register an account and provide registration details.
- 1.4 We may collect personal information from third parties where individuals have expressly or impliedly agreed to disclose personal information to us, or where the information is otherwise publicly available.
- 1.5 We may collect computer and connection information including your Internet Protocol ('IP') address to assist in diagnosing problems related with our Service and to administer our website. We analyse our website logs and statistics to improve the relevance of content featured on our website. While these logs are IP identifiable, no attempt is made by us to link individuals that browse our website with such IP addresses save in instances of suspected criminal behaviour.
- 1.6 You have the option of not disclosing personal information to us, unless it is, in our view, impractical for us to deal with you that way or we are otherwise required by law or authorised by a court or tribunal to deal with you on an identified basis. If you choose to withhold any personal information, we may not be able to provide you with part or all of our Services.
- 1.7 You also consent to us collecting and disclosing your personal information where such purpose is directly related to the provision of the Services by us.

2. Use of Personal Information

- 2.1 We use the personal information we collect for the purpose for which it is submitted, such as to:
 - (a) provide you with use and access to our Services;
 - (b) verify information or conduct audits regarding our Services;
 - (c) keep a record of our dealings with you and enable us to contact you when necessary, including to provide information and customer service and for other administration matters; and
 - (d) develop a data profile to enable us to tailor our Services to you.
- 2.2 We maintain mailing lists to keep subscribers informed about areas of specific interest. You may request to join our mailing lists by signing up through our website.
- 2.3 We may also use your personal information for purposes authorised by laws or regulations such as to prevent or investigate alleged crime or fraud.

2.4 De-identified information may be used for statistical analysis or research purposes only.

3. Direct Marketing

3.1 We will not direct market to you.

3.2 Despite using our reasonable endeavours to ensure you are not directly marketed to, we are not responsible in instances where a third party directly markets to you from personal information we have shared with them in the course of providing the Services to you in accordance with our terms of use and this Privacy Policy.

4. Disclosure

4.1 We do not sell, rent, lease or provide personal information to other entities unless outlined in this Privacy Policy. We may disclose personal information where you have consented or when disclosure is necessary to achieve the purpose for which it was submitted.

4.2 In providing our Services, we may disclose personal information to third parties or organisations that carry out functions on our behalf, provide Services on our behalf or assist us to provide our Services (e.g. business associates, contractors, agents or service providers, including cloud service providers, technology service providers, website hosting companies and website developers). These third parties may change from time to time.

4.3 In addition, personal information may be disclosed to third parties in special situations where it is:

- (a) requested or authorised by law;
- (b) requested by a government regulator and/or government authority/agency;
- (c) requested to investigate an unlawful activity;
- (d) requested by an enforcement body for investigative activities;
- (e) in our opinion, necessary to prevent a serious and imminent threat to a person's life, health or safety, or to public health or safety (e.g. "vital interests"); or
- (f) in our opinion, necessary to identify, contact or bring legal action against anyone damaging, injuring, or interfering (intentionally or unintentionally) with our rights or property, users, or anyone else who could be harmed by such activities.

4.4 You agree that third parties which receive personal information from us in accordance with clause 4.3 above, may use and disclose the personal information subject to their respective privacy policies. While we will endeavour to take reasonable steps to enter into agreements with third parties that collect, store, disclose and retain personal information in accordance with the APPs, we will not be responsible in any way for the disclosure and use of such information by such third parties.

5. Security and Storage

5.1 We strive to ensure the security, integrity and privacy of personal information submitted to us. We store the personal information securely as appropriate.

5.2 Unfortunately, no security measure can be guaranteed to be totally secure. However, we will endeavour to take all reasonable steps to protect the personal information submitted to us. We may engage third parties to process personal information on our behalf and such parties:

- (a) may only process data in accordance with our documented instructions;
- (b) have committed themselves to the confidentiality of your “personal information”;
- (c) will not engage another third party to process your “personal information” without our authorisation; and
- (d) have implemented appropriate technical/organisational measures to ensure a level of security appropriate to the risks of a breach of privacy.

However, we will not be held responsible for events arising from unauthorised access to personal information.

5.3 We retain personal information if it is necessary and relevant for our operations and the purposes outlined in this Privacy Policy. After it is no longer necessary for us to retain personal information, we will take reasonable steps to dispose of it in a secure manner by destroying or permanently de-identifying the information.

6. Data Breaches

6.1 A “data breach” is an unauthorised access or disclosure of your “personal information” or loss of your “personal information”. We use our security and storage measures detailed above to minimise the risk of “data breaches” occurring. We will seek to contain, assess, notify and review a “data breach” promptly in accordance with our “data breach response procedures”.

7. Cookies

7.1 Cookies are data that a website transfers to an individual's hard drive for record-keeping purposes. Cookies, which are industry standard and are used by most websites, including those operated by us, can facilitate a user's ongoing access to and use of a site. They allow us to ensure a persistent client state and customise the website to your needs. We also send session numbers and keys as Cookies to ensure that your connection, when using our online Services, is kept as secure as possible.

7.2 If you do not want information collected using Cookies, there is a simple procedure in most browsers that allows you to deny or accept the Cookie feature. You should note that Cookies may be necessary to provide you with some features of our on-line services.

8. Access

8.1 We will endeavour to take all reasonable steps to ensure the personal information we collect is accurate, complete and up to date. If you wish to obtain a copy of the personal information collected by us or you discover that the personal information held about you is:

- (a) incorrect or
- (b) you require your personal information to be deleted as you have withdrawn your consent for us to use your personal information or it is no longer necessary for the purpose for which it was collected or
- (c) you wish to object to the processing of your personal information,

you may contact us via the contact details provided below to have the information corrected or erased and we shall notify you of such changes if reasonable to do so.

8.2 In some circumstances, we may not be able to grant access to personal information. Such circumstances include:

- (a) providing access is likely to pose a serious threat to the safety of an individual or the public;
- (b) providing access is likely to unreasonably impact on the privacy of others;
- (c) the request for access is frivolous or vexatious;
- (d) providing access would reveal information which relates to existing or anticipated legal proceedings or otherwise impact on any negotiations;
- (e) providing access is unlawful (including being unlawful as directed by a court or tribunal order) or is likely to impact on actions being taken in relation to alleged unlawful activities relating to our functions and activities; or
- (f) granting access would impact on a commercially sensitive decision-making process.

9. Links to Other Sites

We may provide links to websites outside of our website, as well as to third party websites. These linked sites are not under our control, and we cannot accept responsibility for the conduct of companies linked to our website. Before disclosing personal information on any other website, we advise you to examine the terms and conditions of using that website and its privacy statement.

10. Questions or Complaints

If you have questions or complaints about this Privacy Policy or our information handling process, please let us know.

Our contact details are:

Privacy Officer
Bundaleer Sustainable Investments Pty Ltd
c/o: Traverse Accountants Pty Ltd
Suite 3, 35 Lime Street
Sydney NSW 2000

Email: Kristina@Lot101.com.au

We take your complaints seriously and will endeavour to review and resolve such complaints within a reasonable timeframe and no later than 30 days. If we are unable to review and resolve your complaint within this timeframe, we will endeavour to contact you within that time to let you know how long it will take to resolve the complaint.

After you have made a formal complaint to us and we have made all reasonable efforts to resolve your complaint, if you believe we have not adequately dealt with your complaint, you may make a complaint to the Privacy Commissioner, whose contact details are found on their website www.oaic.gov.au.