

## PRIVACY POLICY TO OUR CUSTOMERS

Oxenberry Farm Pty Ltd is committed to respecting your privacy. We DO NOT share, sell, or give away your personal information to anyone.

### **Information Collection and Use:**

Oxenberry Farm collects personal identifiable information when you join our mailing list (online or in cellar door) or place an order. We receive and store any information you enter onto our website or give us in any other way. We use the information that you provide for such purposes as responding to your requests, fulfilling orders and in marketing communications with you.

When you join our mailing list we ask for your name, address and contact details for the purpose of inclusion on the list and the dissemination of information from us to you. Communications may be in the form of email, phone call or post (newsletters) as per the information you provide. Oxenberry Farm collects your email address when you email us. Your email address is only used to respond to the request you made or to send you information about our wines. Your credit card details are shredded after each order you place.

### **Links to other sites:**

Some of the pages on our site contain links to web sites owned and operated by other entities. Oxenberry Farm has no responsibility for the content or privacy policies of those entities. Please read the privacy statements of those sites you link to.

### **Online ordering security:**

Protecting your personal details and order information is very important to us at Oxenberry Farm. We want you to be able to order from [www.oxenberry.com](http://www.oxenberry.com) with total confidence. As such we have created a secure transaction environment. We use online secure cellar door for all online sales. Our secure online shopping cart meets industry standards for encryption technology to protect your online order information. Payments online can be done through PayPal to give you and us peace of mind. The online secure cellar door ensures that all credit card transactions are securely processed by not storing any credit card data. They transfer all data safely using SSLv3 encryption. Encryption provides you with security and peace of mind when your browser and local network supports the use of encrypted data transmissions. .

### **Delivery and Returns Policy:**

Your purchase is normally dispatched via Australia Post and within two working days. Deliveries to all Australian metropolitan areas, usually take 5-8 working days. Please contact us if you would like an Australia Post tracking number.

In the event of an extended heat period we may delay deliveries to prevent spoilage but we will send your order ASAP.

Any wines damaged in transit are covered by the Australia Post insurance; wines are replaced and resent ASAP at no extra cost to you. If you receive any faulty stock, please contact us on 08 8323 0188, as we like to check all faulty stock and will then arrange a replacement, at no extra cost to you.

### **For further details please contact us by one of the following:**

Email: [info@oxenberry.com](mailto:info@oxenberry.com)

Ph: 08 8323 0188

Fax: 08 8323 9642

Postal address: Oxenberry Farm Pty Ltd, PO Box 84, McLaren Vale, SA 5171