

WINDOWS ESTATE

MARGARET RIVER

CONDITIONS OF USE

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WINDOWS ESTATE (ABN: 89 541 858 127)WEBSITE

Liquor License Number: 6180 1060 06
Class of Licensee: Producers License
Name of Licensee: Bardavies Pty Ltd
Address: 4 Quininup Road, Yallingup WA 6282
Phone: 08 9755 2719

WARNING

Under the Liquor Licensing Act 1997 it is an offence to sell or supply liquor to a person under the age of 18 years, or to obtain liquor on behalf of a minor. When ordering from Windows Estate you warrant that you and the recipient of your order are at least 18 years of age.

RETURNS POLICY

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* If a wine is found to be faulty we are happy to offer a replacement, however Windows Estate may request that faulty goods be returned to the winery for investigation. Under these circumstances return shipping costs will be borne by Windows Estate.

* All reasonable steps will be taken to ensure your wine is received in good condition. Should your wine not arrive in satisfactory condition please contact us within 5 working days. Whilst your wine will be replaced, Windows Estate may request that the damaged goods be returned to the winery.

* In the event that we have run out of an item on your order, we will Endeavour to contact you to arrange a replacement. Where an item ordered is not available we may accept the order for the remaining items ordered which are available.

PRIVACY POLICY

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Windows Estate is committed to respecting the privacy of your personal information. This Website Privacy Policy explains our procedure for dealing with personal information that we collect through our website. As a company Windows Estate is dedicated to best-practice privacy standards.

We are committed to protecting your personal information and informing you about the type of information we collect and how this information is used. Our Policy is based on the

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National Privacy Principles which were developed by the Office of the Australian Federal Privacy Commissioner, and introduced in December 2001. You can obtain further information about privacy in Australia and the protection of your personal information on the Australian Federal Privacy Commissioner's web site.

What information do we gather about you?

The amount of information we collect depends on your use of our website. The only personal data we collect is what you tell us about yourself, and includes;

- * the content of electronic forms you submit via the website, requesting us to provide services or information, or take actions, for example, personal information such as your name and contact details
- * any messages or comments you submit to us via the website, e.g. through an email or "join our mailing list" form
- * information collected when you purchase merchandise or wine
- * information you provide to any email address at windowsmargaretriver.com. where you have used that website to request information or assistance with an on-line order.

How do we disclose information gathered about you?

Windows Estate will not use or disclose any information about you without your consent unless legally required to do so or if we consider it necessary to:

- * fulfill our terms of service
- * deliver to you the service you have requested
- * protect the rights or property of Windows Estate, any user of Windows Estate website or any member of the public ;or
- * lessen or prevent a serious threat to a person's life, health or safety.

Windows Estate undertakes all reasonable steps to keep any information we hold about you secure. Your information is stored on secure servers Windows Estate undertakes all reasonable steps to ensure that our employees and contractors maintain the confidentiality of any personal information held by Windows Estate. You should notify us immediately if there is any unauthorised use of your account or any other breach of security. However, Windows Estate does not accept responsibility for any consequences of the unauthorised access to your information.

How do we utilise information gathered about you?

- * To improve our service to you - We may use your information for research purposes or to improve our site and the services we offer you. We analyse data collected for trends and statistics, such as which parts of our site are most popular and how much time people spend there. This information is accumulated and examined on an aggregated basis. We may share this combined information with our content providers to assist them in understanding our services but we do not give our content providers information that would allow them to identify you personally.
- * To Inform you of events & news regarding Windows Estate Wines - We will use your personal information to notify you of updates to the web site via email or our newsletter (if you have subscribed to one of our services). We aim to provide you with information and

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invitations that we consider may be of interest or relevance to you. Please contact us if you no longer wish to receive emails or newsletters from us.

No use of cookies

The Website does not use "cookies", which are small text files placed on your hard drive by some websites to store information.

How to access, correct or update your information

If at any time you want to know exactly what personal information Windows Estate is holding about you, you may request a copy of that information by contacting us. We will Endeavour to provide you with the information requested within ten days. If you want to correct or update your information, please contact us.

CONTACT DETAILS

If you have any questions or feedback about privacy, or wish to make a complaint about the way in which we have handled your personal information, you may contact us using the website.

Or as set out below:

Windows Estate
4 Quininup Rd
Yallingup 6282
Phone: +61 8 9755 2719
Fax: +61 8 9755 2719
Email: sales@windowsmargaretriver.com