

AWRI
COMMERCIAL SERVICES
SO MUCH MORE THAN JUST A GREAT LAB

30 day credit account application form

Please complete and return to Customer Service via fax (08) 8313 6621 or email to commercialservices@awri.com.au

1 Trading information

Legal entity name

Trading name

ABN / ACN

Type of legal entity – *please select*

Public Company / Private Company / Partnership / Sole Trader / Other

Type of business

Date commenced

Business address

Address for accounts

Contact name

Email

Telephone

Mobile

Facsimile

Accounts contact

Email

Telephone

Mobile

Facsimile

Name of parent company (if applicable)

ABN / ACN

Credit limit requested (if applicable)

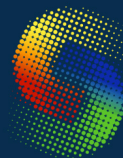


The Australian Wine Research Institute Ltd
Corner of Hartley Grove & Paratoo Road
Urrbrae (Adelaide) SA 5064
PO Box 197 | Glen Osmond
SA 5064 | Australia

ABN 83 007 558 296
T +61 8 8313 6600
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E commercialservices@awri.com.au
www.awri.com.au



Scan this QR Code on your mobile and be
linked to this document on our website.



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2 Trade References (please provide a minimum of three trade references)

Business name _____

Address _____

Contact name _____

Phone number _____

Business name _____

Address _____

Contact name _____

Phone number _____

Business name _____

Address _____

Contact name _____

Phone number _____

3 Payment options

Direct bank credit

Bank Commonwealth Bank of Australia
Branch Glenside,
BSB SA 065-125
Account no. 351448
Account name The Australian Wine Research Institute

Please fax your remittance advice to Accounts Receivable on (08) 8313 6601 or email accounts@awri.com.au, please refer to the invoice number where applicable.

Credit card Visa / MasterCard

(American Express and Diners Club not accepted)

Please return signed credit card authorisation form to Accounts Receivable via fax to (08) 8313 6601 or email to accounts@awri.com.au

Credit card authorisation forms can be downloaded at www.awri.com.au/commercial_services/forms/

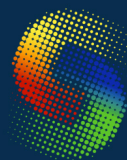


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4 Other important information

The AWRI's standard terms and conditions for the provision of Services are attached and form an integral part of this application for the provision of commercial credit.

We wish to draw your attention to clauses 14 to 17 which detail your specific agreement to allow us to seek personal information regarding your credit history from credit reporting agencies and other credit providers. The penalty interest that may be applied, should you not adhere to our 30 day payment terms, is also specified.

You also acknowledge that The Australian Wine Research Institute Ltd reserves the right to amend the terms & conditions for the provision of services at its discretion without formally notifying you.

You acknowledge that you have read, acknowledged and consented to the collection, use, storage or disclosure of your Personal Information by us in accordance with our Credit Information Management Policy (attached) and the Privacy Act 1988 (as amended).

You hereby acknowledge that the person signing this commercial application is an authorised representative of the company and has the authority to bind the company in this contractual agreement.

Signed

Name (print)

Position / title

Date



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THE AUSTRALIAN WINE RESEARCH INSTITUTE LTD

STANDARD TERMS AND CONDITIONS FOR THE PROVISION OF SERVICES

In these terms:

us, we, our means The Australian Wine Research Institute Ltd including but not limited to AWRI Commercial Services, AWRI Winemaking and Extension Services, WIC Winemaking Services and AWRI- Metabolomics Australia and its related bodies corporate or associates (within the meaning of the Corporations Act 2001).

you, your means the person(s) or organisation to whom we are providing *the services*.

order means an order for services by *you* from *us*, and includes but is not limited to in-kind services requested through the AWRI Winemaking and Extension Services.

services means the services ordered by *you* from *us* from time to time and includes any services described on a quotation received from *us* and/or that *you* have indicated as being required on any AWRI pre-printed order form *you* have submitted with samples and/or otherwise communicated to *us*.

You acknowledge/agree that:

- 1 you need to provide us with certain details about your business to enable us to provide services to you;
2. by placing an order with *us* or accepting provision of *services* from *us*, *you* accept these terms;
3. any quotation given by *us* is an invitation to treat and *we* reserve the right to accept *your* order or not;
4. *you* cannot cancel an order or assign *your* interests under these terms without *our* written consent;
5. *your* order for carrying out the *services* is both confirmation of and comprises:
 - a. acceptance of *our* quotation (if one was provided) such acceptance having taken place in Australia;
 - b. *your* acknowledgement that in the event of any inconsistency between these terms and any terms and conditions associated with issuing *your* purchase order, then these terms will prevail to the extent of any inconsistency;
 - c. provision and delivery of any of *your* samples or materials required by *us* to perform the *services* as specified in *our* quotation or *your* order, at a fitness for purpose standard appropriate for the delivery of the *services* acceptance of which will be at AWRI's discretion;
 - d. *your* acknowledgement that any samples or materials provided by *you* are representative of the product to be analysed and that *you* have retained any duplicate or control samples that *you* may require;
 - e. whilst reasonable care will be taken with any samples provided by *you*, *your* acceptance of the inherent risks associated with storage and use of *your* samples including but not limited to *services* provided on the premises of the Hickinbotham Roseworthy Wine Science Laboratory where student teaching and/or other activities outside of *our* control are undertaken;
 - f. *your* acceptance that *we* will not be responsible for any samples that are altered, damaged, or destroyed during the performance of the *services* and that at *our* discretion *we* may analyse, store, destroy any samples or materials at the conclusion of the *services* unless agreed otherwise in writing; and
 - g. *your* acceptance that any compensation for losses incurred as a result of loss or damage of samples or materials agreed to by *us* will be limited to *your* prime cost of the material and specifically exclude any consequential losses howsoever derived;
6. *you* acknowledge that any time period quoted by *us* for carrying out the *services* is an estimate only;
7. when providing samples to *us*, *you* must give written notice of all known safety or health hazards and special procedures relevant to the handling, testing, storage, transport and disposal of samples. *We* reserve the right to refuse to conduct any aspect of the *services* where such *services* may pose a health or safety hazard and/or where adequate information relating to safety or health hazards has not been provided;
8. *we* are at liberty to provide services answering the description of the *services* notwithstanding the fact that these terms are to be deemed to be a contract for the supply of specific *services* and, without limiting the generality of the foregoing, *services* provided in accordance with these terms may incorporate such design alterations or modifications to any proposed methodology as are from time to time made by *us*;

9. subject to paragraph 10, to the extent permitted by law, *we* make no representation, warranty or undertaking regarding the character, quality, workmanship, condition, suitability or fitness for purpose of the *services* and, to the extent permitted by law, all implied terms as to those matters are excluded;
10. unless expressly prohibited by any applicable law, *we* are not liable (whether in contract, tort, under any statute or otherwise) for loss or damage of any kind (including direct, indirect and consequential loss and damage of business revenue, loss of profits, failure to realise expected profits or savings or other commercial or economic loss of any kind), however caused arising out of or in any way related to the *services*, or failure or delay in the performance of the *services*. In any event, to the extent the law allows, *our* liability will be limited, at *our* option, to:
- a. the resupply of the *services* or equivalent services; or
 - b. the payment of the cost of having the *services* resupplied;
11. the price for *services* is that which applies when *you* are invoiced for the *services* and *must be paid for in Australian dollars (A\$) unless other arrangements have been agreed to in writing*;
12. *we* may revise any prices specified in respect of any *services* yet to be provided by giving *you* written notice thereof. If *you* are unwilling to accept the revised price or prices, *you* must notify *us* in writing prior to the date on which such *services* are provided, otherwise *you* will be deemed to have agreed to such revision. In the event *you* do notify *us*, *we* have the option to perform the contract at the original order prices or to cancel the contract;
13. a. in this paragraph 13, GST Law means *A New Tax System (Goods and Services Tax) Act 1999* (Cwth) and terms defined in the GST Law bear their defined meanings;
- b. if GST is payable on a taxable supply made under this contract, the party providing the consideration for that supply must also pay, at the same time as the consideration for the supply, an additional amount on account of GST equal to the consideration payable for the taxable supply multiplied by the prevailing GST rate;
- c. where there is an adjustment relating to the taxable supply, the supplier of the taxable supply will deliver an adjustment note to the recipient of the taxable supply as required by the GST Law;
14. Should *you* make application to *us* for the provision of a 30 day commercial credit account:
- a. *you* agree to *us* seeking information including personal information about *you* from a credit reporting agency for the purposes of assessing your application in accordance with item 3 of the table in section 20F of the Privacy Act 1988;
 - b. *you* agree to *us* seeking personal information about *you* from other credit providers for the purposes of assessing your application in accordance with section 21J(1) and (2) of the Privacy Act 1988;
 - c. *you* agree to use your best endeavours to pay our invoices for services provided within 30 days of the invoice date unless otherwise agreed to in writing;
 - d. *you* acknowledge that credit facilities may be withdrawn without notice should *you* be in breach of our payment terms;
 - e. *you* acknowledge that until your application for commercial credit is accepted *you* will have to make prepayments for any services to be provided unless otherwise agreed to by *us*;
 - f. *you* acknowledge that *you* have read, acknowledged and consented to the collection, use, storage or disclosure of your Personal Information by *us* in accordance with our Credit Information Management Policy (available on our website) and the *Privacy Act 1988* (as amended).
15. if *we* have approved your application for commercial credit *you* must pay the invoiced price for any commercial services provided, plus any applicable goods and service tax *without any deduction, withholding or set-off for any reason*, within 30 days of the date of *our* tax invoice for the *services* *unless we have agreed in writing to alternative arrangements*.
16. Should *you* not apply for commercial credit, *you* will need to pre-pay for any commercial services *you* require unless otherwise agreed in writing by *us*;
17. if *you* do not pay on time, then *we* may charge *you* interest at the "Overdraft Index rate" (monthly changing cycle) as published by the Commonwealth Bank of Australia plus 5% on the day the debt became overdue. *We* may engage a collection agency and disclose all necessary information relating to your account to this agency. *You* will also be liable for all costs relating to the collection of monies including without limitation collection agency fees and legal costs;
18. *we* reserve the right to perform the *services* in instalments, and all such instalments shall be separately invoiced and paid for when due without regard to subsequent provision of *services*;
19. if the *services* are to be provided at a site owned, leased or otherwise occupied by *you* (*site*):

- a. *you* grant to *us* a non-exclusive licence to enter on and remain at the *site* to perform the *services*;
- b. *you* must ensure at all times that the *site* is maintained with due care so that the *site* is easily accessible by *us* and is safe; and
- c. *we* shall not be responsible for any damage or destruction to property located at the *site*, except for such damage or destruction that occurs due to *our* gross negligence or wilful misconduct, and *you* release and indemnify *us* from and against all claims of any kind in respect of such damage or destruction;
- d. in the event of a dispute *you* allow *us* to enter *your* premises and take back any of *our* materials and/or equipment pending resolution of the dispute;

20. unless stipulated otherwise in any quotation provided by *us* title to any materials used in the supply of *services* (***materials***) passes to *you* when *your* full payment for the *services* has been credited in *our* nominated bank account;

21. until title passes, *you* hold the *materials* as fiduciary and bailee, must store the *materials* separately from all other property, keep them in the same condition and must not sell or part with possession of the *materials* without *our* prior written consent. If *you* do sell the *materials* to a third party either in contravention of this paragraph or with *our* consent, *you* shall be deemed to have assigned *all your* rights against that third party and must hold the purchase price received from the third party on trust for *us*;

22. *you* must not reproduce in any form any report, information, data, research results, or publication (***reports***) provided to *you* by *us* relating to the *services* without *our* prior written consent, such consent not to be unreasonably withheld. Any such reproduction must be a full reproduction and contain an acknowledgment of *our* involvement in providing the *services* and the development of the *report*, to *our* absolute satisfaction;

23. *you* must not present, use or refer to any report in a misleading, deceptive or inaccurate manner, including, without limitation, in partial form or in order to imply that *we* have endorsed a product or service. When the *services* relate to products or services, any opinions expressed by *us* in no way infer endorsement or otherwise of those products or services. Further, such opinions, whether supplied in writing or otherwise, shall not be used by *you* to advertise or promote those products or services. *We* will not be liable for any claim arising from or relating to a breach by *you* of this paragraph and *you* fully indemnify *us* for any claim suffered or incurred by *us* arising out of or relating to such a breach;

24. subject to paragraphs 22 and 23 *you* may reference a *report* in *your* business communications, in order to support statements made in those communications;

25. *you* acknowledge that *you* use the *report* and the *materials* and any advice, opinions or information supplied by *us* in respect of the *services* at *your* own risk;

26. without prejudice to any other rights *we* may have, if *you* breach these terms:

- a. all amounts which *you* owe *us* become immediately payable;
- b. *we* may retain any deposit paid by *you* on account of the price;
- c. *we* and *our* employees and agents may enter *your* premises or the *site* to recover *materials* unpaid for and any equipment left by *us* at *your* premises or the *site* and *we* will not be liable for any damage caused to the *site* or *your* premises or property in retaking possession of the *materials*;
- d. *you* must indemnify *us* against all costs and expenses incurred by *us* in retaking possession of the *materials*; and
- e. *we* may cease to provide the *services* to *you* and may withhold any *reports* or *information* that *we* have previously agreed to provide to *you* until *you* have rectified the breach to *our* satisfaction;

27. subject to paragraph 28, if *you* pay a fee nominated by *us* for the delivery of the *services* all intellectual property developed from the carrying out of the *services* will be *yours* and *we* will not, except as otherwise agreed, have any legal or equitable claim or right to any part of that intellectual property;

28. *you* grant to *us* a non-exclusive royalty free perpetual licence to use all know how, methodologies and other *information* developed or generated by *us* in carrying out the *services*. *You* acknowledge that:

- a. *we* may exploit that licence to conduct other activities which may produce results that are similar to those produced by the *services* so long as those activities have been conducted outside of this contract; and
- b. *you* will not have any entitlements to intellectual property rights arising from those activities;

29. if *we* provide the *services* without charging *you* a fee, *we* will own all intellectual property, know how methodologies and other *information* developed by *us*, including without limitation any *report*, in the course of providing the *services*;

30. *you* allow us to retain all analytical and other data provided and/or generated in the work undertaken in providing the services and acknowledge that such data will be confidentially stored in various data bases and aggregated with other data as part of various calibrations or studies for variety, region, style, fault and any other attribute;
31. for the purposes of paragraphs 28 to 29, "*information*" means all confidential information and all other information of any nature, knowledge, technology, ideas, technical data, concepts, techniques, processes, formulas, expertise, computer programs, trade secrets, samples, specimens, inventions, discoveries, designs, methods, know-how and data whether recorded or not, and, if needed, in whatever form they are recorded, embodied or encoded;
32. *we* may alter or suspend credit or refuse to provide *services* or cancel unfulfilled orders when, in *our* opinion, *your* financial condition or account warrants such action. *We* may terminate this agreement immediately if *you* breach any part of these terms or if *you* become insolvent or an insolvent under administration, within the meaning of section 9 of the *Corporations Act 2001*;
33. *we* may engage or sub-contract any person to provide the *services*, and may assign *our* rights or interests under these terms, in *our* absolute discretion;
34. if *you* comprise more than 1 person, these terms bind *you* jointly and severally;
35. *you* may not amend or vary these terms and these terms prevail over any terms *you* seek to impose on the order for *services*. No course of prior dealings or usage of trade will be used to supplement or explain these terms. *We* may amend or replace these terms at any time by notice to *you*;
36. these terms will not be construed against *us* merely because *we* prepared them or rely on them;
37. these terms set out the whole agreement between *you* and *us* relating to the *services* and are governed by South Australian law; and
38. *you* submit to the non-exclusive jurisdiction of South Australian courts for any proceedings arising out of these terms.



AWRI Policy: Managing Credit Information

This policy (the **Policy**) sets out in accordance with the *Privacy Act 1988* (Cth) (the **Privacy Act**) the way in which The Australian Wine Research Institute Limited (ACN 007558296) and its agents and associated entities (together **the AWRI, we, us, or our** as the context dictates) may collect, store, use, manage and protect your Credit Information (**CI**) when assessing, approving or rejecting an application for credit, providing you with credit, managing the provision of credit, recovering a debt, or dealing with guarantors or indemnitors of a person to whom we have been asked to provide credit.

By:

- a. enquiring about the provision or the continuation of Credit;
- b. applying for the provision of Credit;
- c. accepting or continuing to accept Credit from us;
- d. acting, or applying to act, as guarantor or indemnitor for a Person applying for Credit from us

after this Policy has been brought to your attention, you acknowledge and consent to the collection, use, storage or disclosure of your Personal Information by us in accordance with this Policy and the *Privacy Act*.

If you **do not** agree to us handling your CI in the manner set out in this Policy you must immediately cease to access our website, our Credit Applications, our guarantor or indemnity forms, and you should not provide us with any of your CI.

1. What do the different terms in this Policy mean?

Credit means a contract, arrangement or understanding under which either payment of a debt owed by one person to another is deferred for at least 7 days, or where a person incurs a debt to another person, and defers the payment of the debt for at least 7 days. We may offer or allow you Credit in relation to your purchase of products or services from us.

Credit Information or **CI** is Personal Information (see below) that is, or may include:

- a. identification information;
- b. repayment history information;
- c. a statement that an information request has been made in relation to the individual by a credit provider, mortgage insurer or trade insurer;
- d. the type of commercial credit, and the amount of credit, sought in an application that has been made by an individual to us as a Credit Provider;
- e. default or payment information;
- f. information about new arrangements relating to Credit;
- g. information about court proceedings or personal insolvency relating to Credit;
- h. publicly available information about creditworthiness;
- i. credit reporting information that we disclose to or receive from a credit reporting body/agency; or

- j. information derived from credit reporting information that we receive from credit reporting bodies/agencies that has a bearing on your credit worthiness.

Personal Information means -

... information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

Generally words and phrases in this Policy are used in accordance with or as they are defined in the *Privacy Act*.

2. What kinds of CI might we collect and hold?

We may collect (and hold) different CI from you depending upon how you interact with us.

If you apply to receive Credit from us, or offer to act as a guarantor or indemnitor, we may collect CI about you. This may include:

- a. your contact details;
- b. how your business is structured;
- c. your finances and the performance of your business;
- d. details of other individuals involved in your business;
- e. details of your financial advisors and accountants;
- f. your debt repayment history; and
- g. reports on your creditworthiness;

We may also collect Personal Information about you that is not CI. This will be dealt with in accordance with our standard Privacy Policy, which can be accessed here:

<http://www.awri.com.au/wp-content/uploads/2014/09/AWRI-Privacy-Policy-updated-august-2014.pdf>

3. How do we collect CI?

We collect Credit Information from:

- a. you directly (when we contact you, when you contact us, when we communicate with you, when you fill out a Credit Application Form, or an application to act as guarantor or indemnitor; and when you visit one of our facilities or offices);
- b. third parties, including referees and accountants, who you have authorised to provide us with information;
- c. publicly available sources; and
- d. credit reporting bodies/agencies.

4. How do we hold and secure your CI?

We store your Personal Information in hard copy format and digitally, on site and additionally in off-site backups. We take reasonable care to ensure that your Personal Information is kept securely and disposed of when it is no longer necessary to retain it to fulfil the purposes for which the information was collected, or as required by law. To help protect the privacy of Personal Information collected and held, we maintain physical, technical and administrative safeguards.

All digital material is secured using best practice methods. Any digital transfer of CI is secured using a range of methods including but not limited to encryption.

If you provide any CI to us via an online service or other digital means, or if we provide information to you by such means, the privacy, security and integrity cannot be guaranteed during its transmission unless we have indicated to you beforehand that a particular transaction or transmission of information will be protected (for example by encryption).

5. Why do we collect, hold, use and disclose CI?

The AWRI may collect CI for a number of reasons or purposes, including:

- a. assessing an application for Credit;
- b. assessing an application to act as guarantor or indemnitor;
- c. providing Credit;
- d. managing the provision of Credit and collection of repayments or enforcement of guarantees;
- e. assessing and dealing with what we reasonably believe to be a serious credit infringement; and
- f. assisting you to avoid defaulting on your obligations to repay a debt.

Our use of CI may extend beyond these uses, but will be restricted to purposes that we consider to be related to our functions and activities and consistent with our obligations under Part IIIA of the *Privacy Act*.

6. What do we do with your CI?

If we collect CI from you, we may:

- a. use that information for any of the reasons or purposes in clause 5 of this Policy;
- b. store that information in accordance with this Policy;
- c. share that information with our related bodies corporate;
- d. pass that information to other credit providers with an Australian link or an enforcement body where we believe there has been a serious credit infringement;
- e. provide your CI to a person who is proposing to act as guarantor/indemnitor;
- f. provide your CI to a person who is acting as guarantor/indemnitor where necessary to enforce a guarantee/indemnity;
- g. disclose your information to a debt collector or other debt enforcement agency; or
- h. provide that information to third parties as required by law.

We will not disclose repayment history information about an individual unless permitted by the *Privacy Act*.

7. Disclosure of CI to Other Organisations

The AWRI may disclose your CI to:

- a. third parties including credit reporting bodies/agencies who assist us in assessing or processing applications for credit, and managing the credit we provide;
- b. other credit providers (with your consent);
- c. potential or current guarantors;
- d. debt collection agencies;
- e. government authorities;
- f. our financial and legal advisors or other entities when we are assessing an application for credit or enforcing our rights relating to the provision of credit;
- g. Overseas entities, in accordance with clause 8 below.

Part IIIA of the *Privacy Act* places certain restrictions on when we may disclose your CI to these organisations.

8. Do we ever send your information overseas?

We may need to disclose your CI to overseas entities from time to time.

Where we disclose your CI to an overseas entity we will always comply with the provisions of the Part IIIA of the *Privacy Act*, to the extent they apply to the provision of information overseas.

9. Keeping your information up to date

We will at all times take reasonable steps to keep your CI up to date, accurate and complete. If we reasonably believe that there is a deficiency in the CI we hold, we will take reasonable steps to correct it, which may include contacting you to obtain updated information.

Where we have updated or corrected information, we will provide written notice of the correction to each recipient of the information within a reasonable period of time.

10. Can you access your CI or request that it be corrected?

- a. You may request access to or correction of the CI that we hold about you by contacting us by any of the methods as set out below (an **Access Request**).
- b. Upon receiving an Access Request we may request further details from you to verify your identity. We reserve the right not to provide you with access to CI if we cannot verify your identity to our reasonable satisfaction.
- c. An administrative fee may be charged to cover our costs in providing you with access to your Personal Information. This fee will be explained to you before it has been incurred.
- d. we will respond to your Access Request within a reasonable period of time by:
 - 1) providing you with access to your Personal Information;
 - 2) rejecting your Access Request, and providing you reasons for this rejection.
- e. Access Requests may be denied where:
 - 1) we believe your request is frivolous or vexatious;
 - 2) we are entitled to reject it by law;
 - 3) giving you the information would be unlawful;
 - 4) giving you the information would be likely to prejudice an enforcement related activity undertaken by an enforcement body;
 - 5) we are unable to verify your identity; or
 - 6) you have not paid the administrative fees referred to in paragraph 10c, above.
- f. If you believe that the CI that we hold is inaccurate or otherwise requires correction, you may send us a Correction Request. We will review your Personal Information and respond to the Correction Request within a reasonable period of time, generally within 30 days of your request, unless we agree in writing to a longer time.
- g. we will deal with any Correction Request by correcting the information within 30 days from when the Correction Request is made, notifying you within a reasonable period of having corrected the information, and within a reasonable period give each recipient of the information written notice of the correction. If we decide not to correct the information, we will notify you, with reasons, within a reasonable time.
- h. We will notify you when we have made a correction at your request, or notify you in writing why we have not made the requested correction.

11. Information we no longer require

Where we no longer require CI, and we are not under any legal obligation to retain the information, we will within a reasonable time destroy that information.

12. Does this Policy ever change?

From time to time we may make changes to this Policy. When we do, we will highlight those changes **in yellow** for a period of 28 days. Changes come into effect from the time when you next log on to our website or are notified of the updated policy, whichever is earlier. Our website will contain a record of when (month and year) the most recent amendments were made to this policy. You should review the policy each time you visit our website to keep up to date on any changes.

13. What happens if you have a question or complain about how we have handled your CI?

If you have a question or complaint, you can raise it with us by:

Emailing: enquiries@awri.com.au;
Calling us on: (08) 8313 6600
Faxing us on: (08) 8313 6601

Sending a letter to: The Privacy Officer
The Australian Wine Research Institute Ltd
PO BOX 197
Glen Osmond SA 5064

We take all complaints seriously and will respond to you within a reasonable period of time.

If you aren't satisfied with the way we have handled your complaint, you can make a complaint to the Office of the Australian Information Commissioner at <http://oaic.gov.au>.