

## Terms and Conditions – Rewards Club – Updated 23<sup>rd</sup> March 2023

### 1. Membership

1. To be eligible you must:
  - a. be an individual and have a current Australian residential address, phone number and email address;
  - b. use your real full name and only provide accurate information to us;
  - c. only maintain one account at any given time; and
  - d. have full power and authority to register and accept these terms and conditions.
2. You must give us accurate information about yourself (including as part of the registration process) and update your account online with any changes to that information.
3. You must not use your Card, the Club Membership Site or any Program benefits we provide to you in any unauthorised or illegal manner.
4. Your registration for, or participation in, the Program constitutes acceptance of these terms and conditions. We may vary the terms and conditions of the Program from time to time and the current version of the terms and conditions will always be available on the Site. If you do not accept changes to the terms and conditions you can terminate your membership by contacting us. If you continue to participate in the Program that will constitute acceptance of the updated terms and conditions.
5. Joining is free and there are no fees to continue as a member.
6. You may request to have an additional member added to an existing account, or you may apply to be added as an additional member to an existing account. Additional members are bound by these terms and conditions.
7. We may refuse your application for membership or your request to add you as an additional member for any reason.

### 2. Earning points

1. You will earn one point for every dollar spent, excluding any money spent on No Earn Purchases (see below).
2. Each point is worth \$.005
3. Points expire if you:
  - a. have not registered, in which case they will automatically expire in three months; or
  - b. do not earn or redeem any points on your account for a period of 12 consecutive months, then your points, will automatically expire and we may also terminate your membership and close your account. We will not contact you to advise you of this.
4. You cannot transfer, sell, or give your points to any other person.
5. Points can be earned at any Cornetts Supermarkets or Everfresh Food Market store.
6. You will not earn Points on any money you spend on smoking products, gift cards (including IGA Gift Cards, e-gift cards and iTunes), mobile recharge, cash outs, delivery charges and donations.
7. You need to scan your Rewards card at the checkout prior to the conclusion of the transaction. If you do not scan your Rewards card at the checkout before the transaction is finalised, you will not earn Points on that shop.
8. We reserve the right to change the expiry period of points at any time.

### 3. Redeeming Points

1. Points can be redeemed at any Cornetts Supermarkets or Everfresh Food Market store
2. Prior to the finalisation of your transaction you can apply your points as part of full payment of your transaction.
3. Points can not be redeemed on No Earn Purchases as per 2.6.

#### 4. **Lost, damaged or stolen Cards**

1. If your Card is lost, damaged or stolen, you can collect a replacement Card from your local Cornetts Supermarkets or Everfresh Food Market Store, and contact us to link your new Card to your account.
2. If you notify us that a Card has been lost or stolen we reserve the right to suspend or cancel the relevant account.

#### 5. **Targeted marketing communications**

1. A key benefit of the Program is that you will receive targeted marketing communications to the contact details you have provided (including via email) from time to time. You can opt out of receiving marketing communications at any time by using the unsubscribe function in the emails, texts or by contacting us.
2. Membership of the Cornetts Rewards Club program includes membership of the IGA Rewards program and targeted marketing communications from IGA Rewards and the IGA Rewards Terms & Conditions apply when in reference to IGA Rewards targeted marketing communications. IGA Rewards terms and conditions are available here - <https://igarewards.com.au/terms-conditions/>

#### 6. **Leaving the Program**

1. You can choose to leave the Program at any time. You may cancel your membership by contacting us. If you cancel your membership any pending benefits not already received by you will be automatically forfeited.

#### 7. **Termination**

1. In addition to the right to terminate in 2.3, we may terminate your membership immediately and without notice where you:
  - a. fail to comply with these Terms and Conditions;
  - b. provide misleading information or make any misrepresentation to us;
  - c. are abusive or offensive to any of our staff
  - d. become bankrupt or die
2. Where your membership is terminated, all members on your account will cease to be entitled to earn and redeem points and your points will be deleted.

#### 8. **Privacy Policy**

1. We are committed to protecting the privacy of individuals who participate in the Program, and their rights in relation to their personal information.
2. The types of personal information we collect and hold about Program members may include:
  - a. name(s);
  - b. contact details (e.g. address(es), email address(es), telephone number(s));
  - c. other identification information (e.g. date of birth, membership numbers or other personal identifiers related to your participation in the Program);
  - d. household / demographic information;
  - e. transaction information / history (including details of the products you purchase, and the value of your purchases);
  - f. details and history of preferences, interests and behaviour relating to transactions, products and interaction with our digital services and platforms;
  - g. reward details (including details of reward redemptions);
3. We may disclose your personal information to:
  - a. various third party service providers we engage in connection with the Program, including service providers who assist with the development, administration, marketing or improvement of the Program, or with Program-related data processing/analysis.
4. We may provide your personal information to parties involved in a purchase or potential purchase of any part of our business.
5. Data handled by our partners at IGA Rewards is managed under their own privacy policy that you can access at <https://igarewards.com.au/privacy-policy/>

#### 9. **Changes to / Cessation of the Program**

1. We are under no obligation to continue to offer the Program. We reserve the right to change these terms and conditions and any other rules or benefits of the Program, at any time. We will give you reasonable notice (including by posting on the Site and/or by email) of any material change to, or cessation of, the Program or material changes to these terms and conditions.