

NORCO COUNTRY CLUB MEMBERSHIP TERMS AND CONDITIONS

These terms and conditions apply to the Norco Country Club customer loyalty program. By applying for, activating or using a Norco Country Club membership, you agree to be bound by these terms and conditions and Norco Co-operative Limited's Privacy Policy.

Eligibility and membership. Membership is open to customers who provide the information reasonably required by Norco to establish and administer the membership, including name, contact details and email address. Membership is limited to one membership per person. Membership is personal to the member, is not transferable and may be refused, suspended or cancelled if Norco reasonably considers that the membership has been misused, obtained fraudulently or used in breach of these terms.

Membership benefits. Upon signing up to Norco Country Club membership, a member is entitled to the following benefits:

- **First purchase discount:** one 10% discount on a new member's first purchase after joining the Norco Country Club program. The discount applies to eligible purchases up to a maximum purchase value of \$1,000.00 and is capped at a maximum discount value of \$100.00. This discount is available to new members only and cannot be used by existing members or in conjunction with any other discount, offer, promotion, special, markdown, coupon, voucher or promotional pricing unless expressly stated by Norco.
- **Monthly member specials:** access to exclusive monthly member specials in-store.
- **Early bird offers and events:** access to early bird offers and invitations to special events.
- **Seasonal information:** access to seasonal hints and tips.
- **Bagged fodder discount:** 5% off Norco 20kg bagged fodder products. This excludes bulk purchases and may be subject to additional conditions notified by Norco from time to time.
- **Catalogue competitions:** automatic entry into catalogue competitions when promotional line products are purchased during the relevant promotion period.
- **Monthly prize draws:** automatic entry into monthly member prize draws.
- **Conditions on benefits:** benefits are subject to availability, may vary by store, product, promotion or time period, and may be subject to additional conditions notified at the time of the offer.
- **Promotion-specific terms:** exclusive monthly member specials, catalogue competitions, monthly prize draws and other promotions are also subject to any specific terms and conditions issued with, or notified in connection with, each promotion.

A member must notify a staff member of their Norco Country Club membership at the time of purchase, including when seeking to redeem any member benefit, discount or promotion.

Promotional communications. By joining the Norco Country Club, you consent to Norco using your email address to send you promotional communications about Norco products, offers, discounts, events, member benefits and related marketing material. Norco will only send commercial electronic messages where it has consent or is otherwise permitted by law. Each promotional email will identify Norco as the sender and include a functional unsubscribe facility. You may unsubscribe from promotional emails at any time.

Privacy collection notice. Norco collects personal information you provide when you apply for, activate or use your membership, including your name, contact details, email address, membership details, purchase history, transaction history, spend, product preferences, redemption activity and communication preferences. Norco collects and uses this information to administer the Norco Country Club, provide member benefits, communicate with you, send promotional offers and targeted marketing where permitted, create customer segments, analyse member behaviour, improve products and services, and otherwise manage its relationship with members. You may opt out of promotional communications at any time; however, Norco may continue to use de-identified or aggregated program data for analytics, reporting and business improvement purposes. Further information about how Norco handles personal information, including how to access or correct your information or make a privacy complaint, is set out in Norco's Privacy Policy.

Use and disclosure of personal information. Personal information will be handled in accordance with Norco's Privacy Policy. Norco may use and disclose personal information for the purposes described in these terms and the Privacy Policy, including to service providers who help administer the membership program, send communications, operate information systems, analyse program activity or provide customer support. Norco will take reasonable steps to ensure personal information is handled securely and in accordance with applicable privacy laws.

Data retention. Norco will retain personal information for as long as reasonably necessary to administer the Norco Country Club, provide member benefits, comply with legal, accounting and record-keeping obligations, resolve disputes, prevent fraud or misuse, and manage its relationship with members. If a membership is cancelled or becomes inactive, Norco may retain relevant personal information for a reasonable period after cancellation or inactivity where required or permitted by law. When personal information is no longer required, Norco will take reasonable steps to destroy, delete or de-identify it.

Data security. Norco will take reasonable steps to protect personal information collected through the Norco Country Club from misuse, interference, loss, unauthorised access, modification or disclosure. Those steps may include access controls, secure storage, staff confidentiality requirements, system security measures and limiting access to personal information to personnel and service providers who need it for authorised purposes.

Member data access rights and opt-out procedure. You may request access to, or correction of, the personal information Norco holds about you, update your membership details, or change your communication preferences by contacting Norco using the details in the Privacy Policy. Norco may need to verify your identity before actioning a request and will respond within a reasonable period. You may opt out of promotional communications at any time by using the unsubscribe link included in a promotional email or by contacting Norco and requesting that your email address be removed from promotional marketing lists. Norco will process opt-out requests as soon as reasonably practicable and will not charge you for opting out. Unsubscribing from promotional communications will not necessarily prevent Norco from sending transactional, administrative or service-related communications about your membership where those communications are permitted by law.

Membership cancellation. A member may cancel their Norco Country Club membership at any time by contacting Norco using the contact details in the Privacy Policy or any other cancellation method notified by Norco from time to time. Norco may cancel, suspend or restrict a membership if Norco

reasonably considers that the member has breached these terms, provided false or misleading information, misused the membership or member benefits, acted fraudulently, or engaged in conduct that may adversely affect Norco, the program or other members. Norco may also cancel a membership if it becomes inactive. For the purposes of these terms, a membership will be inactive where no purchases have been logged against the membership for a continuous period of 12 months. On cancellation, the member will no longer be entitled to access member benefits, offers or promotions, and any benefits that have not been used at the time of cancellation may be forfeited unless otherwise required by law or expressly stated in the relevant promotion terms. Cancellation of membership does not affect any rights or obligations that arose before cancellation, including Norco's rights to retain and handle personal information in accordance with these terms and the Privacy Policy.

Program changes and termination. Norco may vary, suspend or terminate the Norco Country Club, any member benefit, promotion or these terms and conditions from time to time, provided that any change is made fairly, transparently and in accordance with applicable law. Norco will take reasonable steps to give members prior notice of any material change that is likely to adversely affect members, including any change to eligibility requirements, available benefits, redemption conditions, promotional terms, expiry periods or cancellation rights. Any notice may be given by email, in-store notice, website notice or any other reasonable method. Where practicable, Norco will allow members a reasonable opportunity to use or redeem existing benefits before a material adverse change takes effect, unless immediate action is required for legal, operational, security, fraud-prevention or program integrity reasons. Norco will not make changes that are misleading or deceptive, unfair, or inconsistent with rights that cannot be excluded under the Australian Consumer Law. Nothing in these terms limits, excludes or modifies any consumer guarantee, right or remedy that cannot lawfully be limited, excluded or modified.

General. Membership benefits have no cash value unless expressly stated and cannot be exchanged, transferred or redeemed for cash. Norco is not responsible for any loss of member benefits arising from incorrect or outdated member information provided by the member. Nothing in these terms limits, excludes or modifies any consumer guarantee, right or remedy that cannot lawfully be limited, excluded or modified.