

Farm Data Code

Summary Audit Report for Ruminati (Ruminati BASE, Ruminati PRIME, and Ruminati VISION)



Provider: Ruminati Technology Pty Ltd

Assessed against Farm Data Code version: 2.0

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Transparency

- ✓ 1.1
- ✓ 1.2
- ✓ 1.3
- ✓ 1.4
- ✓ 1.5
- ✓ 1.6

Portability

- ✓ 4.1
- ✓ 4.2
- ✓ 4.3
- ✓ 4.4
- ✓ 4.5
- ✓ 4.6

Fairness

- ✓ 2.1
- ✓ 2.2

Security

- ✓ 5.1
- ✓ 5.2
- ✓ 5.3
- ✓ 5.4
- ✓ 5.5

Control

- ✓ 3.1
- ✓ 3.2
- ✓ 3.3
- ✓ 3.4
- ✓ 3.5

Compliance

- ✓ 6.1
- ✓ 6.2

Summary of terms

What Farm Data, or other data about the farmer or farm business is being collected, created, aggregated, used, or shared?	Farm Data: farm location, pasture, crop, production data, aggregated total net emissions, average net emissions per linked enterprise, and average emissions intensity for grain, beef, wool, and sheep. Other data about the Farmer or their farm/business: Personal data collected includes first name, last name, company, country, email address, and farm location.
Why is this being done?	Farm data is collected to help producers calculate their farm's emissions baseline and generate reports on emissions totals and intensity.
Who is the Provider sharing Farm Data with?	Farm data is shared with third parties (Ruminati VISION users) only if a Ruminati BASE or PRIME user has provided explicit consent.
Is Farm Data being de-identified?	When Ruminati produces its own insights, we ensure that all personally identifiable information is removed and take steps to ensure that none of the remaining data is easily identifiable.
How long is Farm Data stored for?	Personal data of farmers is retained as long as their account is active under the service agreement. Upon termination, data is kept for 30 days before deletion, ensuring a secure transition.
How can farmers obtain a copy of their Farm Data?	Farmers can view their raw data points entered into the Ruminati platform at any time, however this raw data cannot be exported or downloaded. Farmers can view and download their finalised Emissions Report in PDF format, providing them with a comprehensive overview of their emissions data and insights.
How can farmers get Farm Data deleted?	Farmers can request the deletion or disposal of their farm data by contacting Ruminati's Customer Success team via email at hello@ruminati.com.au or through the contact form on the Ruminati website. Once a request is received, it will be actioned by the Engineering team within 1 business day.
In which countries is Farm Data stored or made available?	Farm data, along with backups, is stored on Google Cloud servers located in Australia.
What's in it for the farmer, and for the Provider?	Farmer: an annual emissions report, and a tailored reduction plan if using Ruminati PRIME. Provider: subscription fees paid by users accessing Ruminati's advanced features
Are there any risks or detriments that may affect farmers?	When a deletion request or account closure request is received, legacy/historical emissions results will remain shared with the corporate partners to whom the farmer had previously consented to share data. These results will still be shared even after the farmer closes their Ruminati account.

Detailed compliance report against Farm Data Code

Transparency

Transparent, clear and honest collection, use and sharing of Farm Data. Providers will:

Data Code Principles



1.1



1.2



1.3



1.4



1.5



1.6

Detailed compliance report against Farm Data Code

Transparency

1.1

Provide Farmers with plain-English, easily found terms and associated policies for data collection, use, and sharing detailing:

- **the identity of the contracting party/ies;**
- **what Farm Data and any other data about the Farmer or their farm/business, will be collected, created, aggregated, used, or shared;**
- **purpose/s for which Farm Data is being collected, used and shared;**
- **the value being created for the Farmer, and the Provider;**
- **how Farm Data will be managed and shared, in terms of security, access, and de-identification protocols;**
- **identity and/or nature of any other entities with whom it shares Farm Data;**
- **processes and conditions for data retention, data retrieval, and service termination; and,**
- **any risks or detriments that may adversely affect Farmers who share data with the Provider.**

Meets the code?



Yes

Provider's comment

Ruminati offers easily accessible information on data collection, use, and sharing policies through its Terms of Use, Privacy Statement, and a dedicated fact sheet on data sharing. These resources are available on Ruminati's website for farmers and users to reference.

Detailed compliance report against Farm Data Code

Transparency

1.2

Obtain clear, fully informed, and express consent from the Farmer as to the terms for collection, use, and sharing of Farm Data.

Meets the code?



Yes

Provider's comment

Terms regarding the collection, use, and sharing of farm data are presented clearly to farmers during account creation or when sharing personal data with Ruminati. The platform ensures explicit consent is obtained before any data is shared with partner organisations.

Data sharing requests specify the recipient company and are facilitated through the Ruminati VISION platform. Farmers receive details on data sharing, including specific data points and recipients, through email notifications, via a dedicated landing page and/or on the corporate partners page on the app. This approach ensures farmers have comprehensive information and can provide informed consent regarding their data.

Farmers provide electronic consent by agreeing to Ruminati's Terms of Use and Privacy Statement during account creation. This consent is explicitly stated before login, with both policies linked and outlined on the Ruminati website. Consent details are stored within the account on the platform.

Detailed compliance report against Farm Data Code

Transparency

1.3

Provide prompt notice about any material changes to the terms and associated policies for collection, use, and sharing of Farm Data.

Meets the code?



Yes

Provider's comment

Ruminati notifies users of upcoming material changes to terms and internal policies for farm data management via electronic direct mail. Users are informed in advance, typically providing a minimum of 7 days notice before the changes take effect. This notification allows users to review the updates and address any concerns by querying or revoking consent through the platform or by contacting Ruminati directly via either hello@ruminati.com.au or the website contact form.

This proactive approach ensures transparency and gives farmers adequate time to understand and respond to policy changes related to their data management on the Ruminati platform.

Detailed compliance report against Farm Data Code

Transparency

1.4

Where a material change to terms and associated policies is proposed, obtain clear, fully informed, and express consent for the Farmer to accept the change and; provide an avenue for the Farmer to terminate the agreement without incurring a financial penalty and with adequate time to port or delete their Identifying Farm Data.

Meets the code?



Yes

Provider's comment

A pop up within our app will appear when the ToU are next updated. We are also integrating our email systems so that we can notify all platform users 7 days ahead of the ToU update (and also check they have opened/clicked on the email to confirm their awareness of the change).

Detailed compliance report against Farm Data Code

Transparency

1.5

Provide a mechanism for Farmers to enquire about the collection, use, storage, security and sharing of Farm Data.

Meets the code?



Yes

Provider's comment

Ruminati's dedicated Customer Success team serves as the point of contact for farmers regarding farm data. They can be reached via email at hello@ruminati.com.au or through the contact form available on the Ruminati website.

Detailed compliance report against Farm Data Code

Transparency

1.6

Notify Farmers of the legal jurisdiction in which Farm Data is stored or made available.

Meets the code?



Yes

Provider's comment

Farm data, along with backups, is stored on Google Cloud servers located in Australia. All Ruminati staff are based in Australia, ensuring data handling complies with local regulations. The platform is accessible to users worldwide, but data sharing occurs only with explicit consent from farmers. This approach ensures that farm data remains secure and compliant with Australian jurisdictional standards.

Detailed compliance report against Farm Data Code

Fairness

Fair and equitable use of Farm Data.
Providers will:

Data Code Principles



2.1



2.2

Detailed compliance report against Farm Data Code

Fairness

2.1

Ensure that Farmers get value from the use of Farm Data – including products and insights derived from it.

Meets the code?



Yes

Provider's comment

Ruminati clearly communicates on its website and platform that farmers benefit from receiving an annual emissions report, and a tailored reduction plan if using Ruminati PRIME. These tools help farmers track and manage their emissions effectively and compare the impact potential emissions reduction actions may have on future emissions levels.

For Ruminati, the value is indicated through the subscription fees paid by users accessing Ruminati's advanced features, indicating financial support for ongoing platform development and service provision. As per the Terms of Use, Ruminati may also use aggregated data to gain new insight into on-farm practices and emissions activity, which can then be shared back to farmers.

Ruminati users benefit from sharing their farm data with Ruminati in several ways:

- They receive an emissions report that can be shared with their supply chain partners, potentially leading to benefits based on current emissions and potential reductions.
- The AuctionsPlus automation also allows users to showcase their commitment to managing emissions.
- Ruminati's reduction planner tool provides actionable insights by demonstrating how emissions can be reduced over time through strategies implemented on the property. It also enables alternative emission reduction actions to be compared based on their estimated impact. This supports producers in making informed decisions to enhance the sustainability and efficiency of their enterprise.

Detailed compliance report against Farm Data Code

Fairness

2.2

Ensure that Farm Data is not used to the detriment of Farmers without their clear, fully informed, and express consent.

Meets the code?



Yes

Provider's comment

The Terms of Use, Privacy Statement, and dedicated data sharing fact sheet (all accessible on the Ruminati website), detail how farm data is used and protected.

Users provide explicit consent for data sharing and are able to review exactly what data points are being shared with supply chain partners, at any time through the corporate partners page within their Ruminati account. This approach safeguards farmers' interests by ensuring transparency and control over how their data is utilised within the Ruminati platform.

Detailed compliance report against Farm Data Code

Farmer Control

Ability to control and access Farm Data.
Providers will:

Data Code Principles



3.1



3.2



3.3



3.4



3.5

Detailed compliance report against Farm Data Code

Farmer Control

3.1

Ensure the Farmer has control over who can access and use their Identifying Farm Data.

Meets the code?



Yes

Provider's comment

Producers using Ruminati's BASE and PRIME tools can create emissions baselines and scenarios. With explicit consent, farm data and emissions insights from these reports can be shared with third parties in the supply chain.

Third parties initiate data share requests through the Ruminati VISION platform, specifying which data points producers agree to share. Once consent is granted, this data is accessible on the third party's Ruminati VISION dashboard, allowing for aggregated insights into supply chain emissions. This process ensures that producers maintain control over the specific data shared and its use within the supply chain context.

Farmers can also download their emissions baseline report at any time, and elect to share that directly with any third party they wish, in PDF form, outside of the Ruminati platform.

Ruminati BASE/PRIME users can withdraw their permission for data sharing with nominated third parties by accessing the Ruminati platform. They can navigate to the corporate partners page where they can review and cancel any existing data share requests.

If a farmer is using Ruminati PRIME with a voucher provided by a Ruminati VISION user (typically for a free subscription), they can only stop sharing their data once the voucher term has concluded. This condition is clearly communicated to users before they opt to use the voucher, ensuring transparency and informed consent regarding data sharing agreements.

Detailed compliance report against Farm Data Code

Farmer Control

3.2

Take all reasonable steps to ensure any other entities permitted access to Farm Data are bound by the terms agreed between the Provider and Farmer, and do not contravene the provisions of this Code. This does not include entities nominated by the Farmer for data sharing purposes. Inform the Farmer where terms have not been fully passed on, or Code isn't complied with.

Meets the code?



Yes

Provider's comment

Ruminati ensures that all entities permitted access to farm data are bound by the Terms of Use and Privacy Statement agreed between Ruminati and the farmer, adhering to the provisions of the Code. Farm data is shared only with explicit consent from Ruminati BASE/PRIME users, who receive and confirm data share requests via the Ruminati platform. Users can review the specific data points requested and must actively confirm their consent for that data to be shared, before any data is shared.

Ruminati BASE/PRIME users retain the ability to revoke data sharing at any time, except when using Ruminati PRIME with a third-party voucher, where data sharing can only be terminated after the voucher term concludes.

Additional third parties as outlined in Section 3 of the Privacy Statement (our development partner Nakatomi and our data analysis partner Agrista), have access only to aggregated data and are under separate contractual agreements. These agreements set specific confidentiality requirements and require them to comply with our Terms of Use where applicable.

Farm data, including emissions summary results, is shared only with direct consent from the farmer through the Ruminati platform.

Detailed compliance report against Farm Data Code

Farmer Control

3.3

Provide a mechanism for the Farmer to request corrections to Farm Data.

Meets the code?



Yes

Provider's comment

Users have full control over their farm data entered into the Ruminati platform. They can make corrections or updates by logging into their account and accessing the 'Manage' section under the specific enterprise. This allows farmers to edit or revise any data points as needed.

Detailed compliance report against Farm Data Code

Farmer Control

3.4

Ensure Identifying Farm Data and any other data provided by the Farmer to the Provider, is not deleted without the Farmer's authorisation during any agreed or legally required data retention period.

Meets the code?



Yes

Provider's comment

To permanently delete or dispose of farm data, a Ruminati user must contact the Customer Success team via email at hello@ruminati.com.au or through the contact form on the Ruminati website. The initiation of this process by a user is taken as being given permission to delete the data.

Ruminati is also planning to add a multi-step 'Delete Your Account' functionality in the platform for easier access in the future.

Detailed compliance report against Farm Data Code

Farmer Control

3.5

Take all precautions to avoid identification or re-identification of a farm or Farmer from de-identified data, without the Farmer's clear, fully informed, and express consent.

Meets the code?



Yes

Provider's comment

When data is de-identified and aggregated, the producer cannot be identified. If a farmer consents to sharing data with a third party, their name, email, property location, and emissions summary data are shared. While these details are identifiable, Ruminati's Terms of Use prohibit third parties from on-sharing or publicly using the information to identify an enterprise.

Ruminati provides clear terms during account creation or data sharing processes. Farmers must provide explicit consent for any identifiable data to be shared with partner organisations.

Data sharing requests specify the recipient company and are managed through the Ruminati VISION platform. Farmers receive details about data sharing, including specific identifiable data points and recipients, via email notifications and on the corporate partners page.

Third parties receiving data (including identifiable data) are bound by Ruminati's Terms of Use and Privacy Statement, which restricts the use and on-sharing of data without direct consent, and expressly states VISION users are only able to communicate farm data in deidentified or aggregated form, thus preventing unintentional re-identification of any farm data.

Farmers enter their data directly into the Ruminati platform, accessible only through their account. They provide explicit consent for any request to share their data received via a third party. This shared data remains identifiable but is aggregated with other farmers' data to produce collective insights. Any aggregated data insights generated by Ruminati from platform data are de-identified. Explicit consent is always sought from farmers before any identifiable or farm-specific data is shared, ensuring that permission is obtained for re-identification of de-identified data.

Detailed compliance report against Farm Data Code

Portability

Ability to obtain and delete Farm Data.
During any agreed and legally required data retention period. Providers will:

Data Code Principles



4.1



4.2



4.3



4.4



4.5



4.6

Detailed compliance report against Farm Data Code

Portability

4.1

Provide Farmers and/or their nominees with the ability to obtain all Identifying Farm Data (both raw and/or processed) in a structured and frequently used machine – or human-readable format where technically feasible.

Meets the code?



Yes

Provider's comment

Farmers can view their raw data points entered into the Ruminati platform at any time, however this raw data cannot be exported or downloaded. Farmers can view and download their finalised Emissions Report in PDF format, providing them with a comprehensive overview of their emissions data and insights.

Ruminati is currently working on a platform update that will allow farmers to port their raw data. It is expected to become available in the next 6-12 months.

Detailed compliance report against Farm Data Code

Portability

4.2

Provide documentation to make ported data usable, e.g. Application Programming Interface (API) documentation and data model diagrams.

Meets the code?



Yes

Provider's comment

Ruminati provides detailed video tutorials on its website and YouTube channel to help farmers use the platform and manage their data. Additionally, one-on-one sessions with our Customer Success team and online or face-to-face workshops with corporate partners are available to demonstrate platform use.

The generated emissions reports are simple and easy to interpret and access. Ruminati's Customer Success team is also available via phone or email to assist farmers with platform engagement, accessing, and interpreting their data or results.

The only API into the Ruminati platform from a software provider is with AgriWebb. This API is one-directional, feeding data into our system from AgriWebb, with no information from our platform APIs going out to any other party.

Detailed compliance report against Farm Data Code

Portability

4.3

At the request of the Farmer, delete or dispose of any Identifying Farm Data, unless prohibited by law or unable to do so.

Meets the code?



Yes

Provider's comment

Farmers can request the deletion or disposal of their farm data by contacting Ruminati's Customer Success team via email at hello@ruminati.com.au or through the contact form on the Ruminati website. Once a request is received, it will be actioned by the Engineering team within 1 business day.

When a deletion request or account closure request is received, only the data specified by the farmer will be deleted. All personally identifiable information, such as raw farm inputs, will be removed. However, legacy/historical emissions results will remain shared with the corporate partners to whom the farmer had previously consented to share data. These results will still be shared even after the farmer closes their Ruminati account.

Detailed compliance report against Farm Data Code

Portability

4.4

Ensure that contingency plans exist to give Farmers the option to port and/or delete Identifying Farm Data in the event of insolvency.

Meets the code?



Yes

Provider's comment

We comply with this principle

Detailed compliance report against Farm Data Code

Portability

4.5

Provide the Farmer fair warning in advance of changes to legal jurisdiction, change of control, or sale of the Provider entity, and adequate time for the Farmer to port and/or delete their Identifying Farm Data.

Meets the code?



Yes

Provider's comment

Ruminati's Terms of Use specify the provider entity and operating jurisdiction. Although our Terms state that they can be changed at any time, Ruminati commits to notifying all users of any changes to the legal jurisdiction, change of control, or sale of the Provider entity as soon as possible, typically providing at least 7 days' notice.

Detailed compliance report against Farm Data Code

Portability

4.6

Ensure that Farmers can port and/or delete Identifying Farm Data in the event of service termination.

Meets the code?



Yes

Provider's comment

A farmer can close their account by emailing hello@ruminati.com.au or contacting our Customer Success Team via the Contact page on the Ruminati website. Once a request is received, this will be actioned by the Engineering team within 1 business day. Ruminati is also currently working on adding a 'close my account' button to the platform, will rollout expected later this year.

Upon service termination, Ruminati retains account data for 30 days before permanent deletion. During this period, users can download and save their emissions report in PDF format. However, the platform does not provide access to download raw farm data at this time. Ruminati is currently exploring the addition of functionality to enable users to port their data, on request.

Detailed compliance report against Farm Data Code

Security

Keeping Farm Data protected and secure.
Providers will:

Data Code Principles



5.1



5.2



5.3



5.4



5.5

Detailed compliance report against Farm Data Code

Security

5.1

Take all reasonable and prudent steps, in line with industry best practice, to ensure Farm Data and any other data provided by the Farmer to the Provider, are protected at all times from unauthorised access, damage or destruction.

NOTE: Assessed based on this provider's answers to security questions based on the Australian Cyber Security Centre guidelines for small and medium businesses

Meets the code?



Yes

Provider's comment

We comply with this principle

Detailed compliance report against Farm Data Code

Security

5.2

Put in specific data management protocols to protect sensitive data about the Farmer or farm, such as personal/financial information.

Meets the code?



Yes

Provider's comment

Ruminati's Terms of Use, Privacy Statement, and information management policies define sensitive Farm Data as both raw farm data and personal information. This data is strictly visible only to the farmer/user unless explicit consent is provided to share specific data points with a third party through the Ruminati VISION platform.

Ruminati maintains consistent procedures and policies for protecting all Farm Data, including sensitive information. These measures are detailed in Ruminati's Terms of Use, Privacy Statement, and information management policies.

Detailed compliance report against Farm Data Code

Security

5.3

Promptly notify the Farmer of a data breach that has led to unauthorised access to, or damaged or destroyed Farm Data.

Meets the code?



Yes

Provider's comment

Ruminati has in place a Cyber Incident Response Plan to swiftly address any Farm Data breaches. This involves identifying the situation comprehensively, notifying relevant authorities promptly, and implementing containment measures. Factors considered include the extent of impact on systems/services, the effectiveness of containment actions, and the duration they remain in effect.

Ruminati's Cyber Incident Response plan includes a commitment to informing affected users as soon as is practical to do so, aligning with regulatory requirements and ensuring transparency throughout the incident response process.

Ruminati team PIRs will follow the question structure provided in the template developed by the Australian Cyber Security Centre.

Detailed compliance report against Farm Data Code

Security

5.4

Implement a backup and recovery regime that is appropriate for the scale, sensitivity and timeliness of the Farm Data.

Meets the code?



Yes

Provider's comment

Farm data is backed up daily for all data types.

Ruminati aims to recover Farm Data promptly following any incident, with a typical target of restoring data within one business day. However, the actual timeline may vary based on the severity of the incident.

Ruminati aims to maintain clear communication with users throughout the recovery process, including updates if more time is required. The goal is to minimise potential data loss, ensuring that operational disruptions are addressed swiftly and effectively to maintain service continuity for users.

Detailed compliance report against Farm Data Code

Security

5.5

Ensure all staff and sub-contractors that work with Farm Data, and/or set terms, policies, and/or processes for Farm Data are trained to comply with the terms of this Code.

Meets the code?



Yes

Provider's comment

Ruminati ensures staff and subcontractors handling Farm Data undergo comprehensive training. Upon onboarding, all personnel review internal cybersecurity and information security policies.

Mandatory quarterly training sessions cover cybersecurity, privacy, and data control policies, emphasising compliance with established processes. These measures are prioritised to maintain robust data protection practices, ensuring staff are well-equipped to handle Farm Data responsibly and in accordance with regulatory standards.

Education around the Farm Data Code, its importance and compliance will be included within Ruminati's Cybersecurity Training Module.

Detailed compliance report against Farm Data Code

Compliance

Compliance with privacy and disclosure obligations. Where Providers are required by law to provide information to a third party, they will:

Data Code Principles



6.1



6.2

Detailed compliance report against Farm Data Code

Compliance

6.1

Avoid disclosing any Identifying Farm Data; or,

Meets the code?



Yes

Provider's comment

Farmers are promptly notified via email of any identified upcoming or past disclosure of Identifying Farm Data, unless investigating legal/regulatory authorities have requested Ruminati not do so.

Ruminati has established procedures as outlined in the Cybersecurity Incident Response Plan to mitigate such occurrences. These procedures ensure transparency and proactive communication with affected users to address concerns and provide necessary information regarding the disclosure incident.

In circumstances where Ruminati is legally obligated to disclose identifying farm data, Ruminati will comply with any legal or regulatory obligations. This is further outlined in point 18 of Ruminati's Terms of Use.

Detailed compliance report against Farm Data Code

Compliance

6.2

If Identifying Farm Data must be disclosed, where legally permissible the Provider must promptly notify any Farmer whose information will be (or has been – if prior warning is not possible) disclosed.

Meets the code?



Yes

Provider's comment

Farmers are promptly notified via email of any identified upcoming or past disclosure of Identifying Farm Data, unless investigating legal/regulatory authorities have requested Ruminati not do so.

Ruminati has established procedures as outlined in the Cybersecurity Incident Response Plan to mitigate such occurrences. These procedures ensure transparency and proactive communication with affected users to address concerns and provide necessary information regarding the disclosure incident.

In circumstances where Ruminati is legally obligated to disclose identifying farm data, Ruminati will comply with any legal or regulatory obligations. This is further outlined in point 18 of Ruminati's Terms of Use.

Disclaimer

The “Farm Data Code Provider Summary Audit Report” website (Website) is operated by the National Farmers’ Federation Limited (NFF). The Website provides a listing of data and technology products (Products), supplied by different providers (Providers), assessed by NFF for compliance with the NFF Farm Data Code (Code).

What is certification?

Providers who wish for their Products to be assessed and certified for compliance against the Code apply for assessment by NFF. NFF perform a desktop review of certain documents to assess a Product’s compliance before publishing the outcome of this assessment on the Website. Where a Product complies completely with the Code it will be certified.

NFF’s intention is that the Website provides a quick reference for how Products comply with the Code and provides a summary of how Farm Data is handled by Providers.

Certification and assessment is not advice on the quality of the services provided by a Provider or the Product and the review performed by NFF does not consider or reflect these aspects in any way.

By including the Summary Audit Report or certification of a Product on the Website, NFF is not providing an endorsement of the Product, Provider or any services.

How do members of the farming industry use the Website?

NFF operates the Website to allow members of the public to review Providers’ and Products’ performance against the Code, as assessed by NFF.

While NFF has taken all reasonable measures to confirm the accuracy of its assessment, it does not warrant that any information published on the Website is accurate, complete, reliable or up to date. We request that Providers ensure the information they provide is correct when they apply for assessment and certification, however rely on Providers to comply with this request.

NFF does not make any representations or give any warranties about the information available on the Website or contained in the Summary Audit Report, or the suitability of any Provider or Product for a particular purpose. To the extent permitted by law, NFF will not be liable for any expenses, losses, damages or costs which might be incurred as a result of the information contained on the Website or in a Summary Audit Report being inaccurate or incomplete in any way and for any reason.

What if the Provider’s product was not as expected?

NFF encourages farmers to report to NFF any conduct of a Provider or a Product that does not comply with the Code. However, NFF accepts no liability for any aspect of the interaction between a Provider and user of the Website, including but not limited to fees, payments and refunds, scope of services, performance or delivery of any services or contractual disputes. NFF is not a regulator of the relationship between a Provider and any recipient of the Provider’s services.

How is personal information used in a complaint?

If you make a complaint, your personal information will be used by NFF to contact you and obtain additional information from you about the alleged breach of the Code. Your personal information will never be published by NFF or provided to a Provider.

For further information on how NFF collects, uses, discloses and stores personal information, please see our Privacy Policy at <https://nff.org.au/programs/australian-farm-data-code/australian-farm-data-code-certification-privacy-policy/>. The Privacy Policy also provides for how complaints related to privacy may be raised with and managed by NFF.