

Online (privacy and security) Policy

Purpose

The below policy and procedures discuss the following aspects of Source-Education and Training LTD online business and Accredited training as it relates to customers using our website, purchasing goods and services and reflects our commitment to the safety storage of customers details, privacy of information and customer services processes for payment and delivery of goods:

- Privacy Policy
- Collection of information
- Storage of Collected Information
- Access to Collected Information
- Orders Management
- Communication
- Legal (Source – education and Training LTD)
- Third party (involvement)
- Change on Privacy Policy
- Security Policy
- Delivery Policy
- Refunds and Returns (Terms and Conditions)

Privacy Policy

Source - Education and Training LTD regards customer privacy as an important part of our relationship with our customers. Our privacy policy applies to all Source - Education and Training LTD users, and conforms to Internet privacy standards and information privacy principles under the Private Act 1988.

Collection of Information

In order to use the Family Day Care Association QLD and Achieve website, we may require information from you in order to provide the best service possible.

All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including Email.

Any information collected by Family Day Care Association QLD and Source - Education and Training LTD is collected via correspondence from you or your company. This may be via the telephone, Email, mail, fax or directly through our website.



Use of Collection Information

Any details collected from Family Day Care Association QLD, Source - Education and Training LTD or Achieve customers are required in order to provide you with our products and/or services, and a high level of customer service. Correspondence is recorded in order to provide service references, and to assist in our staff development.

Storage of Collected Information

The security of your personal information is important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL).

When Credit Card details are collected, we simply pass them on in order to be processed as required. We never permanently store complete Credit Card details. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

If you have any questions about security on our Website, you can email us at fdcqld@fdcqld.org or info@fdcta.com.au

Access to Collected Information

If your, personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at fdcqld@fdcqld.org or info@fdcta.com.au

Orders

If you purchase a product or service from us, we may request certain personally identifiable information from you. You may be required to provide contact information (such as name, Email, and postal address) and financial information (such as credit card number, expiration date).

We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

Communications

Family Day Care Association QLD and Source-Education and Training uses personally identifiable information for essential communications, such as Emails, accounts information, and critical service details. We may also use this information for other purposes, including some promotional Emails. If at any



time a customer wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us at fdcqld@fdcqld.org or Info@fdcta.com.au .

You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

Third Parties

Family Day Care Association QLD and Source-Education and Training Ltd may at its discretion use other third parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service.

These third parties are prohibited from using your personally identifiable information for any other purpose. Family Day Care Association QLD and Source-Education and Training Ltd does not share any information with third parties for any unknown or unrelated uses.

Legal

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Website.

Links

Links on the Family Day Care Association QLD and Source-Education and Training Ltd site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of www.fdcqld.org and info@fdcta.com.au .

Changes to Privacy Policy

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by Email, or by means of a notice on our homepage.



Family Day Care Association QLD Security Policy

Family Day Care Association QLD uses the eWAY Payment Gateway for its online credit card transactions. EWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet.

All online credit card transactions performed on this site using the eWAY gateway are secured payments

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by Family Day Care Association QLD or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY is an authorised third party processor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by Family Day Care Association QLD and Source-Education and Training Ltd.

For more information about eWAY and online credit card payments, please visit www.eWAY.com.au

Delivery Policy

Online Merchandise

After ordering online, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address). We will normally confirm receipt of your order within a few minutes of ordering. We will attempt to send your goods via post within 10 working days; however if goods are unavailable delivery will take a little longer. If you wish to query a delivery please contact us at fdcqlld@fdcqlld.org

Online Training

After ordering online, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address). We will normally confirm receipt of your order within a few minutes of ordering. We will attempt to send your access code via Email within one (1) working day. If you wish to query a delivery please contact us at fdcqld@fdcqld.org

Refund & Returns Policy

If for any reason you are not completely satisfied with your merchandise purchase (excluding online training) we will give you 5 days to seek a money-back guarantee from the time you receive the goods. Please email us at fdcqld@fdcqld.org within that time if you are not satisfied with your purchase so that we can resolve any problems.

This refund policy does not apply to the online training or goods which have been worn or used, damaged after delivery, or if any attempt has been made to alter the product or if they have been dropped or broken. All products must be returned in their original condition. All postage and insurance costs are to be paid by the buyer. We recommend that you return the product via Registered post and that you pre pay all postage. You assume any risk of lost, theft or damaged goods during transit & therefore advise you take out shipment registration of insurance with your postal carrier. Family Day Care Association Qld and Source Education and Training LTD will not be responsible for parcels lost or damaged in transit if you choose not to insure.

PLEASE NOTE: Refunds will not apply to online training once you access any online training or access to student portal i.e. received a login for the training/ student portal.

FDCAQ - ABN: **89 149 774 786**

SOURCE – EDUCATION and TRAINING LTD - ABN: **36 145 310 612**

If you have questions or concerns regarding this statement, you should first contact FDCAQ Administrative Team: **07 33993737**