



POPAI Australia and New Zealand

Internet Merchant Policies

And Procedures.

***Popai Privacy Policy***

*Introduction*

POPAI Australia & New Zealand regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all POPAI Australia & New Zealand users, and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, you should first contact Lee McClymont at (02) 9281 2630

*Collection of Information*

In order to use the POPAI Australia & New Zealand 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 POPAI Australia & New Zealand 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 POPAI Australia & New Zealand customers is 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 pro-cessed 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 popai@popai.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 popai@popai.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*

POPAI Australia & New Zealand 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 [popai@popai.com.au](mailto:popai@popai.com.au), or click the ‘unsubscribe’ option on the correspondence. Your unsubscribe will be recorded in our database, and you will no longer receive promotional emails from POPAI.

*Third Parties*

POPAI Australia & New Zealand 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. **POPAI Australia & New Zealand 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 POPAI Australia & New Zealand 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 http://www.popai.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.

***Popai Security Policy***

POPAI Australia & New Zealand uses the eWAY Payment Gateway for its online credit card transactions. eWAY pro-cesses 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 POPAI Australia & New Zealand 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 POPAI.

***Delivery Policy***

*Physical goods*

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 direct post within 14 working days; however if goods are unavailable delivery will take a little longer.

If you wish to query a delivery please contact us at popai@popai.com.au.

*Digital Delivery*

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 software/license/access code via email within 2-3 working days.

If you wish to query a delivery please contact us at popai@popai.com.au.

***Refund & Returns Policy***

**Physical Goods**

POPAI provides a 14-day money-back guarantee from the time you receive physical goods to ensure they are received in complete and working order.

This refund policy does not apply to 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 &amp; therefore advise you take out shipment registration of insurance with your postal carrier. POPAI Australia & New Zealand will not be responsible or parcels lost or damaged in transit if you choose not to insure

Please email us at popai@popai.com.au within the 14 day time period, if you are not satisfied with your purchase, so that we can resolve any problems.

**Events**

If a POPAI event is cancelled, POPAI will offer a full refund within 14 days of the supposed date of said event on any tickets purchased in advance, or a credit to equivalent value for a future relevant event. Tickets purchased for an event may be cancelled with more than 14 days’ notice. Between 7-14 days a 50% cancellation fee will apply. Cancellation or no show within 7 days of said event, or on the event date, will incur full ticket charge.

Please email us at popai@popai.com.au more than 14 days prior to the event, so that we can update your booking preferences.

**Membership**

There will be zero refund after commencement membership with POPAI Australia & New Zealand. Benefits of POPAI membership and how to redeem them are communicated clearly in POPAI member information. Please email us at popai@popai.com.au or phone General Manager Lee McClymont on (02) 9281 2630 / 0414 941 585 to assist you in leveraging your POPAI membership.

**Awards**

There will be zero refund after submitting entries to the POPAI Australia & New Zealand Marketing at Retail Awards. Rules and regulations of the Awards are communicated clearly in POPAI member information. Please email us at popai@popai.com.au or phone General Manager Lee McClymont on (02) 9281 2630 / 0414 941 585 to assist you with your Awards queries.