

PRIVACY POLICY

Your privacy and the protection of your personal information is important to us. We will never sell, lease, or rent your confidential information, and we take steps to ensure that any information you provide to us remains secure.

Collecting Personal Information

We do not collect personal information without your knowledge. Sometimes we ask you to provide personal information while online, for instance, you may want to send an e-mail, make a suggestion, share a thought or concern or respond to a questionnaire. You may also request information to be sent to you directly. In these cases we may require more information than your name and address details. We may ask you for more than your basic information in order to improve the services on our website, and to improve our products and services to you. When you provide additional information, you acknowledge that you consent to our use of such information to better serve you and others coming to our site. You may be assured that your name and address will never be shared with any third party without your explicit consent.

Using and Passing On Information About You

We use the information you supply to us for the following purposes:

1. For sales and marketing purposes
2. For product development
3. To improve our online services to you.

You should be aware that we may pass your information on to a third party to fulfil your request for information, seminar details and the like. We will ensure that any third party we pass your information on to has a privacy policy similar to ours.

Links

This web site contains links to other sites. We are not responsible for the privacy practices of other web sites. We encourage you to read the privacy statements of every web site that collects personal information. This privacy statement applies solely to information collected by this web site.

Access to Personal Information

Your personal information is handled in accordance with Australian privacy legislation. The information we hold about you is yours to access and to correct. Please contact us immediately you become aware that any information we have about you is incorrect. Unless there are exceptional circumstances, we will provide you with copies of our current records about you. Please write to Chariclo Pty Ltd Privacy Officer, 1002 Lydiard Street North, Ballarat, Victoria 3350, and allow fourteen (14) working days for us to forward it to you.

Safety and Security

We take great care with the information we hold about you. We ensure your details are securely protected. We also aim to make sure that the personal information we collect, use and/or store is accurate, complete and up to date.

Online security

Our website uses encryption techniques to enhance your privacy and security on the internet. When placing an order and sending payment, you will be providing details within the secure area of our website. The appearance of a padlock icon at the bottom of your screen affirms you are in our secure area.

Direct marketing offers and information

Occasionally the details you give us may be used to inform you about special offers, and to update you on new products and services or changes to our website. You may at any time choose not to receive these communications by sending us an e-mail to info@chariclo.com

Changes and Updates

Chariclo Pty. Ltd. reserves the right to make changes to this privacy policy at any time and requests that you review this policy for updates.

Comments or Complaints About Your Privacy

We endeavour to maintain the highest standards of performance and we welcome your comments. If you are dissatisfied with any of our information handling procedures, or you have a complaint about the handling of your personal information, please contact us at: Chariclo Pty Ltd, 1002 Lydiard Street North, Ballarat, Victoria 3350. If you are not satisfied with our response or you would like to know more about your privacy rights, you may contact the Australian Privacy Commissioner by calling the Privacy Hotline on 1300 363 992 or visiting their website at www.privacy.gov.au