



Internet Merchant Policies and Procedures

Introduction

Teen Challenge SA regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Teen Challenge SA users, and conforms to Internet privacy standards. If you have questions or concerns regarding this statement, you should first contact Graham Ross on 8165 5399.

Collection of Information

In order to use the Teen Challenge SA 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 Teen Challenge SA 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 Collected Information

Any details collected from Teen Challenge SA customers is required in order to provide you with 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 admin@teenchallengesa.com.

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 admin@teenchallengesa.com.

Communications

Teen Challenge SA 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 admin@teenchallengesa.com. 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

Teen Challenge SA 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. Teen Challenge SA 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 Teen Challenge SA 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 Teen Challenge SA.

Refunds and returns Policy

If for any reason you are not completely satisfied with your purchase we will give you a 14 day money-back guarantee from the time you receive the goods. Please email us at admin@teenchallengesa.com 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 goods which have been worn or used, damaged after delivery. All products must be returned in their original condition.

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.

Teen Challenge SA Security Policy

Teen Challenge SA 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 Teen Challenge SA 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 Teen Challenge SA.

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