

Privacy and Security

Retail Reward is big about keeping your privacy and security safe because we understand the importance of consumer buying online. Please take a moment to see our Privacy and Security policies to help give you a better understanding of how we handle your private information.

Ordering Retail Reward products Online is designed to be as simple as possible, while allowing maximum security and privacy for all your details.

Encryption

Crucially, unencrypted credit card details will not be stored on our server, and will be sent only in encrypted form. The encryption technologies we use are SSL and PGP. Our third party credit card facility is Pay Pal Australia. Please visit Pay Pal to see their terms and conditions on handling credit card information.

Collecting Anonymous Information

We automatically collect general website traffic information (such as how many people have visited the site, most popular pages and hits on particular items. This information is collected into aggregate results in order to evaluate our service and business practice in an effort to provide you with an optimum shopping service.

We may share non-personal, aggregated information with other Retail Reward Divisions, our partners or product distributors for research purposes. We will never identify or disclose individual customers or visitor's information or purchases but may disclose how many customers bought a specific item or used a specific service such as an email list.

Collecting Personal Information

We collect personal information submitted by you to manage and deliver your order or as part of an entry to a competition or product review. We do not disclose personal information for any other purpose. Delivery information you supplied when ordering is available online for your reference in your order status history. Retail Reward does not take any responsibility for any transfer of account information such as username and password borne by you to another.

Use of Personal Information

We will use personal information as supplied by you to process and deliver your order. We will disclose personal information such as your delivery address to a delivery service provider Australia Post and third party courier services as selected by you when you place your order. We also retain your order details in a secure system but cannot guarantee any losses or damages. This is so we have a record of your order should you wish to return or exchange an item at a later date.

We will only publish personal information with your consent (e.g. if you win a competition) and then only in part (eg. The winner is Dave of Artarmon, Sydney). We do not publish personal information for any other reason without your consent.

Under no circumstances will Retail Reward Online sell or receive payment for licensing or disclosing your personal information.

Cookies

For added convenience, we have employed a "cookie" system for our website. A "cookie" is a small file placed on a customer's machine which lets our site store information. This information allows us to make our site easier to use. Cookies allow our servers to keep track of customer details between visits to our site. The information stored by the cookie includes the data that is provided during online registration. This information is only accessible online when a customer enters their username and password. Other information stored by the cookie includes website traffic data. This is not used to identify individual details but only collated into aggregate anonymous results in order to evaluate and improve our shopping service for our customers.

Credit card information is never stored in the cookie.

Privacy

Personal information like address, phone numbers and name are only accessible after supplying a username and password. You must login before you can check your order status, or view or edit your registration details and your order.

Once you have logged in your account will remain open until you quit the browser.

Email Addresses

We will store your email address if you send us a query, place an order or subscribe to an email list. Your email address is used for the purpose you provide it for and statistical information.

They are never disclosed for any other purpose.

With your permission, your details will also be used to advise you of Retail Reward online shop special promotions. You may also remove your email address from our subscription service at any stage.

Email Subscription Lists

This service is provided to you to communicate product information, special events and offers of interest to you based on your interest category selections and, if you choose, purchase history.

Our email subscription service is an 'opt-in' system. You may unsubscribe at any stage.

If you are a Retail Reward member you can subscribe or unsubscribe to the Retail Reward Newsletter by sending an email to us containing your name, address, and your identification number if known.

Spam

We will never knowingly send you electronic messages without your consent.

Credit Card

Unencrypted credit card information is NOT stored on our internet servers. When you place an order our website encrypts and passes all order information to our merchant partner Pay Pal for processing. We do

not at any stage store your private financial information on our server. This helps us to monitor and keep all transaction secure.

Firewall

Our order processing system is protected by the Retail Reward network firewall. A firewall is a hardware and software security system designed to filter specified exchanges of information and restrict access to authorised systems and users.

Third Parties

Retail Reward never sells personal or anonymous information to third parties. Our business arrangements with third party service providers provide for complete confidentiality and adhere to the Retail Reward Terms and Condition policy.

Australian Law

We comply with the Trade Practices Act 1974, state based Fair Trading Acts and Sale of Goods Acts, the Consumer Credit Code, the Electronic Transactions Act 1999 the Information Privacy Principles set out in the Commonwealth Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2000 (Cth).

Peace of Mind

We will only use your details and order information, including mailing addresses, email address, and phone number, to fulfill your order and to advise of the status of the order and Retail Reward promotions if subscribe.

Changes to this Privacy Notice, Conditions of Use and Notices

This Privacy Notice and our Terms of Use may change over time and the use of information which we gather now is subject to these Notices and Terms as modified. If you visit our Web site your visit and any dispute over privacy is subject to this Notice and our Legal Notices, including the application of the laws of the State of New South Wales, Australia.