



Kagan Australia Online Privacy Policy

Introduction

Kagan Australia is committed to respecting your online privacy and recognises the need for protection and management of your 'Personal Information' which includes any information that may be used to identify you.

'Personal Information' includes details such as:

- ✓ First and last name
- ✓ Home or school address
- ✓ Telephone numbers and
- ✓ Email addresses

Kagan Australia will not disclose or transfer any of this information to any third party. If such a party requests this information and if deemed appropriate Kagan Australia will first seek written permission from the individual(s) or organisation(s). The individual(s) or organisation(s) express wishes will be fully complied with in such a circumstance.

You may freely visit any Kagan Australia web page without disclosing to us who you are and without revealing any Personal Information about yourself. However, you must create an account to visit any of the Cooperative Learning OZ Club (CL OZ Club) pages. CL OZ Club web pages provide a wealth of free content and information and additionally allow you to subscribe to our newsletter which will provide news, updates and notifications of training events.

Kagan Australia database servers use the latest Microsoft technology and are secured to industry standards.

Collection of Information

In order to use the Kagan Australia website, we may require information from you so we can 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 Kagan Australia 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 Kagan Australia 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 training@kaganaustralia.com.au.

Access to Collected Information

If you're personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at

training@kaganaustralia.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

Kagan Australia 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 training@kaganaustralia.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

Kagan Australia 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. Kagan Australia 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 Kagan Australia site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain names of www.kaganaustralia.com.au and www.kaganonline.com.

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.

Kagan Australia Security Policy

Kagan Australia uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australia 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 Kagan Australia 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 Australia banks.
-  eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by Kagan Australia.

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

Delivery Policy

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 the most economical method of delivery (usually Australia Post) within 10 working days; if goods are unavailable delivery will take a little longer.

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

Refund and Returns Policy

If you are not 100% satisfied with any item you receive, simply return it within 14 days (7 days for videos, CD's and software) for a refund. Please email us at training@kaganaustralia.com.au 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 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 prepay 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. Kagan Australia will not be responsible for parcels lost or damaged in transit if you chose not to insure.

Customer Service Policy

Kagan Australia is committed to providing exceptional customer service and quality products. We endeavour to make sure that all products listed on our website are currently in stock and pricing is true and correct. Standard delivery timeframes are between 3-10 business days; if an ordered item is not available, or we are unable to fulfil your order we will notify you within 2 business days to arrange an agreeable solution.