

Privacy Policy, Storage of Information & Sales Conditions Policy

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Disclaimer

This policy does not represent legal advice. If you have any queries about your obligations, you should seek your own independent legal advice.

1.0 Privacy Policy

Interactive Gateway Australia, (iGateway) regard customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all users, and conforms to Internet privacy standards.

All information provided to iGateway for the purposes of billing and/or processing of orders (including but not limited to credit details) will be kept strictly confidential and used solely for the intended purposes of providing the nominated services to you. This information will only be used by iGateway and our authorised representatives and employees.

iGateway may retain and access any data or information concerning your use of the services in order to facilitate our requirement for interception capabilities within ASIO (and any other law enforcement agency) jurisdiction inside the commonwealth of Australia.

iGateway will not disclose any information or data held to a third party unless requested by a law enforcement agency within its jurisdiction or required to by a court order.

All requests by other third party organisations for information (i.e. organisations that are not law enforcement) shall be forwarded to you for further consideration.

iGateway's data transmission network comprises of private segmented interconnects. Your data is transmitted for replication purposes across these private segments to our secondary and tertiary sites on schedule. This traffic is not scrutinized by iGateway and iGateway does not retain transmission logs of this data.

It is your responsibility to ensure you have on file any updated versions of our documentation including this privacy policy.

If you have questions or concerns regarding this statement, you should first contact Interactive Gateway Australia Pty. Ltd. On (08) 7100 0600.

1.1 Collection of Information

In order to the iGateway website, iGateway 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 iGateway is collected via correspondence from you or your company. This may be via the telephone, email, mail, fax or directly through our website.

1.2 Use of Collected information

Any details collected from iGateway customers is required in order to provide you with products and/or services, and a high level of customer service. Correspondence is recorded in order to provide service references, and to assist in iGateway staff development.

1.3 Storage of Collected information

The security of your personal information is important to iGateway. When you enter sensitive information (such as credit card numbers) on the iGateway website, iGateway encrypt that information using secure socket layer technology (SSL). When Credit Card details are collected, iGateway simply pass them on in order to be processed as required. iGateway never permanently store complete Credit Card details.

iGateway follow generally accepted industry standards to protect the personal information submitted, both during transmission and once iGateway receive it. If you have any questions about security on our Website, you can email us at support@igateway.com.au

1.4 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 iGateway at support@igateway.com.au

1.5 Orders

If you purchase a product or service from iGateway, iGateway 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). iGateway use this information for billing purposes and to fill your orders. If iGateway have trouble processing an order, this information will be used to contact you.

1.6 Communications

iGateway use personally identifiable information for essential communications, such as Emails, accounts information, and critical service details. iGateway 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 iGateway at support@igateway.com.au. You will be notified when your personal information is collected by any third party that is not iGateway's agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

1.7 Third Parties

iGateway may at its discretion use other third parties to provide essential services on the website or for business processes. iGateway 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. iGateway not share any information with third parties for any unknown or unrelated uses.

1.8 Legal

iGateway reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect company rights and/or comply with a judicial proceeding, court order, or legal process served on the iGateway Website.

1.9 Links

Links on the iGateway website 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 igateway.com.au.

1.10 Changes of Privacy Policy

iGateway reserve the right to modify its privacy policy, iGateway will post those changes to this privacy policy, the homepage, and other places deemed appropriate so that you are aware of what information is collected, how it is used, and under what circumstances, if any, we disclose it. Please review it frequently.

