

**Offis Pty Limited**

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**Virtual.Offis**

INSTANT IT INFRASTRUCTURE

## Privacy**Policy**

Offis is committed to user privacy in our products and services. This policy outlines our personal information handling practices. If you give us personal information, we will treat it according to this policy.

This policy covers Offis' web sites. Some of our resellers or programs have their own, possibly different, policies. Offis encourages you to read this privacy policy and those of all web sites you visit. Below is a summary of Offis' online privacy policy.

### **Types And Uses Of Personal Information**

Your personal information is used in the following ways:

1. User IDs and Passwords. Provides you with access to your profile areas and to protected content.
2. Account Information. These tell us more about who you are, how to contact you, and your shipping and billing information. Also contains any preferences you have provided, such as language, email format and interests.
3. Customer Feedback and Support. Provides a mechanism for requesting information from Offis. Also used to tell us how we can improve our products, services and site designs.
4. Email Correspondence. Used to raise and respond to issues and inquiries of all types. Also used to distribute information about Offis, our products, and services.
5. Transactions. Shows which products and services you have requested. We will only use your personal information in the ways specified when it was collected. We will not subsequently change the way in which we use your personal information, unless you consent to the new usage.

### **Security Measures**

We protect the personal information you share with us. For example, if you make an online purchase with us, we encrypt your credit card number. Access to your personal information is limited to people who need it to do their job.

Authorized third party agents may also need access to some of your personal information. For example, if we need to ship something to you, we must share your name and address with a shipping company. We only provide third party agents with the minimum amount of information needed to complete the requested service or transaction. We do not otherwise share your personal information with third parties, unless you have granted us permission to do so.

Shopping online with Offis Pty Ltd is extremely safe. Our site uses Secure Sockets Layer (SSL) technology, the latest industry standard encryption, to protect the loss, misuse or alteration of your credit card information under our control. In the same way stores use EFTPOS terminals to process credit card transactions; Offis Pty Ltd uses Westpac's secure payments system to process credit card payments via the EFTPOS system.

Once we have processed your transaction against your credit card number, we do not store the card number. Hence when we are processing a refund, we need to contact you by phone in order to obtain your credit card details again.

### **Data Retention**

Offis will not retain your personal information longer than is necessary for the purposes for which it was collected.

### **Linked Web Sites**

We provide links to third party sites. Since we do not control these Web sites, we encourage you to review the privacy policies posted on these (and all) third party sites.

### **Children's Privacy**

We do not knowingly collect personal information from children under the age of 18. If we learn that we have personal information on a child under the age of 18, we will delete that information from our systems. Offis encourages parents to go online with their kids. Here are a few tips to help make a child's online experience safer:

- Teach kids never to give personal information, unless supervised by a parent or responsible adult. Includes; name, address, phone, school, etc.
- Know the sites your kids are visiting and which sites are appropriate.
- Look for Web site privacy policies. Know how your child's information is treated.

## **Cookies**

Most Offis Web sites use cookies. Cookies help us provide a better user experience by measuring which Web site areas are of greatest interest. Offis also uses cookies when you register for one of our Web services. In this situation, a cookie will store useful information that enables our Web site to remember you when you return. Offis can only read cookies from Offis Web sites.

If you choose to disable cookies in your browser, you can still access most of our Web sites. Some Web sites will not allow you to complete certain activities if cookies are disabled. For example, our e-commerce sites use session cookies and persistent cookies to process transactions. If people do not accept cookies, the associated shopping bag will not work and you would not be able to order. We may display advertisements from third parties. Third party ad-serving companies control which ads are shown. These ad-serving companies may use cookies to collect non-personally identifiable information from you. Advertisers use this information to target the ads and measure their impact.

## **Accessing And Updating Information**

We need your help in making sure your personal information is correct in our systems. Please notify us of changes to your name, address, title, phone number or email address. Most of our sites allow you to make these updates yourself via the program's member profile pages.

## **Unsubscribing**

Each email newsletter has instructions on how to unsubscribe.

## **Newsgroups / Forums**

Offis forums are public. Please consider this before posting.

## **Policy Updates**

All updates to this policy will be posted here. Last update: April 23, 2001

Need help with an update, access, or unsubscribe request?

Contact the Sales Team at: [sales@offis.com.au](mailto:sales@offis.com.au).

To aid in processing your request, please include the following details:

- Contact information (your name, address, email, etc.)
- Name of the program where you want the update applied
- Details of the request (e.g. change of email address, unsubscribe from a newsletter, review of my personal information, etc.)

**Note: This policy also covers the personal information you provide to Offis Customer Support.**

## **Have Additional Questions Or Comments?**

Should you have any additional privacy questions or comments related to this privacy policy, please contact us at [sales@offis.com.au](mailto:sales@offis.com.au).