

## **PRIVACY STATEMENT**

### **Secure technology**

The security of your personal information and credit card details is a high priority. whittles.com.au uses the SSL (Secure Sockets Layer) protocol to ensure that your credit card details are secure. An SSL-secure web page may be identified by an unbroken lock or key appearing in the status bar at the bottom of the browser window. The SSL system on this website encrypts data so that the information is protected during transmission, ensuring that the only people with access to it are yourself and our banking institution, National Australia Bank Ltd. Your credit card information is sent to the Advam Gateway for approval, and is not stored in our website's database. Advam is one of Australia's leading payment gateways and provides a highly reputable secure service. Our SSL certificate is provided by Thawtes

### **Cookies**

Like most online payment systems we use a browser feature called a "cookie". Cookies are small files which are placed on your computer's hard drive which are used to store small amounts of information about your payment session. We will only use cookies to store one number representing your log-in session. The details of your payment (transactions, amounts and unit selected) are stored internally and cannot be read from your browser. Private information about your payment details can be obtained by tampering with the web browser.

### **Collection of Personal Information**

Whittles will only record your email address if you send us a message by email. It will only be used to send you a reply and not added to a mailing list or used for any other purpose without your consent. The email address is stored in a secure area and only forwarded to the appropriate staff so they can answer your query.

Your name, address, credit card information and personal information are used solely for the payment of your Body Corporate Fees and associated costs. Credit Card details are NOT stored in any way at whittles.com.au. Whittles Body Corporate Management is committed to consumer privacy and confidentiality, and will not distribute consumer information to a third party. However, we must cooperate fully should a situation arise where we are required by law or legal process to provide information about a customer. If you believe you have received 'spam' email or unsolicited material from whittles.com.au, please forward the email to [onlinesupport@whittles.com.au](mailto:onlinesupport@whittles.com.au).

### **Privacy Guidelines**

This privacy statement will be continually reviewed in line with the ongoing development of the internet site. We are committed to keeping you up to date with how we deal with your information, how it is used and under what circumstances Whittles Body Corporate Management disclose said information.

## **REFUNDS POLICY**

Any transactions that have been paid for in error, such as an owner placing their account in credit by typing a large figure accidentally, will be refunded at no charge.

Reversals of payments made that do not relate to an error will incur a fee.

Please email the refund/reversal request to [onlinesupport@whittles.com.au](mailto:onlinesupport@whittles.com.au) or phone your Whittles office.

## **CONVERSION RATES**

All transactions listed at whittles.com.au are in Australian Dollars (\$AUD). Payments made using other currencies will be credited at the conversion rate determined by the financial institution at the time of the transaction.

## **TERMS & CONDITIONS**

### **Terms & Conditions: Copyright**

All information on the whittles.com.au website is protected by relevant copyright legislation and other applicable treaties. No part of the website, including both content and graphics, may be copied or used without the express permission of Whittles Body Corporate Management.

### **Terms & Conditions: Disclaimer of Information**

Use of the information and data contained on these pages on this Site is at your sole risk. If you rely on the information on this Site you are responsible for ensuring by independent verification it's accuracy or completeness.

The information and content displayed on Whittles.com.au carries no warranty whatsoever. Although we make every possible effort to provide the most accurate information, no warranty or guarantees can be made on the accuracy or completeness of the information.