

Website Terms of Use

This website is operated by Open Family Australia (ABN 49 724 845 604)

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Website Terms of Use

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Viruses

Open Family Australia cannot guarantee that any file or program available for download and/or execution from or via this site is free from viruses or other conditions which could damage or interfere with data, hardware or software with which it might be used. You assume all risk of use of all programs and files on this site, and you release Open Family Australia entirely of all responsibility for any consequences of its use.

Third Party Sites

This site may contain links to third party sites. Open Family Australia is not responsible for the condition or content of those sites as they are not under Open Family Australia's control. Your access to those sites and/or use of the site's products and services is solely at your own risk. The links are provided solely for your convenience and do not indicate, expressly or impliedly, an endorsement by Open Family Australia of the sites or the products or services provided on the site.

Applicable Law

This site is created and controlled by Open Family Australia. Your use of this site is governed by, construed and enforced in accordance with the laws of Victoria, Australia. Disputes arising from your use of this site are exclusively subject to the jurisdiction of the courts of Victoria, Australia.

Website Terms of Use

This site may be accessed throughout Australia and overseas. Open Family Australia makes no representations that the content of this site complies with the laws (including intellectual property laws) of any country outside Australia. If you access this site from outside Australia, you do so at your own risk and are responsible for complying with the laws in the place where you access the site.

Information Logged

Our server records the information provided by your browser when you visit this website. This includes the date and time of your visit, the pages accessed and documents downloaded. It also includes your server's IP address and if you have been referred to this website from another site, the address of the referring site. We use the information to make this website more user-friendly and useful to visitors and to monitor site use.

Information on customer shopping behaviour, traffic and online activity is periodically collected from online customers and is only ever used in an aggregated form. This information is never on-sold.

The information allows us to better understand the needs and preferences of our customers. This understanding translates into a better, more relevant range of merchandise, improved stores and online services, and an enhanced shopping experience.

About the information you provide

The type of information we collect from you will depend on what products and services you access on the website. We may use information, including contact details, which we gather through your use of this site, or linked or embedded sites, for answering your queries, identifying products and services which we think may be of interest to you, tailoring the site content presented to you so it fits your expected requirements better and for marketing purposes within Open Family Australia. We may also use your information for other purposes permitted by law such as contacting you, updating our records or for statistical purposes.

Information Security

Open Family Australia takes all reasonable steps to protect your security when using the site but you should be aware that no transmission of information to and from web sites is ever totally secure.

Your personal information may be used to:

- provide you with a service
- report to government or other funding bodies how funding is used
- process your donation or purchase and provide receipts
- communicate with you about how your donation is used or about ARC services, causes, events, products and services, which we believe may be of interest to you
- respond to your feedback or complaints
- answer your queries

It may also be used for:

- any other specific purpose for which it was requested and which was advised to you

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- directly related purposes

Refund policy

Donations

If for any reason you wish to be refunded a donation that you have made, please contact Open Family Australia's Marketing & Administration Assistant in writing at Level 1, 75 Crockford Street, Port Melbourne VIC 3207.

Events

If you wish to be refunded for a payment in relation to an event, you can do so within the following parameters:

- Up to 29 days prior to the event – full refund
- Between 7-28 days prior to the event – 50% refund
- Less than 7 days prior to the event – no refund

Your request must be made to the Marketing & Administration Assistant on 1300 669 600 or info@openfamily.com.au.

Entertainment Books

All sales of Entertainment Books are final. However, if you receive a defective Entertainment Book please contact the Open Family Australia Boutique on 03 9521 0992 within seven (7) days of receiving the book.

Privacy

Open Family Australia is committed to protecting the privacy and confidentiality of our supporters. It is the policy of Open Family Australia to collect, handle and store personal information in compliance our legal obligations, including Federal and State law.

Open Family Australia supports and is bound by the Privacy Amendment (Private Sector) Act 2000 and the National Privacy Principles. The full text of the National Privacy Principles is available from us on request or may be obtained directly from: The Federal Privacy Commissioner, at 133 Castlereagh Street, Sydney. Phone (02) 9284 9800, fax (02) 9284 9666, or www.privacy.gov.au.

If you have made a donation to Open Family Australia and have received a receipt for taxation purposes, by law we must keep a record of your details for seven years.

For further information about how Open Family Australia manages personal information, to request copies of your personal information held by us or to make a complaint about the handling of your personal information please call the Privacy Officer on 1300 669 600.

You may also contact us to correct your personal details, or to change how you receive communications from Open Family Australia, by calling 1300 669 600 or emailing info@openfamily.com.au.

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How we use your personal information?

The information we collect through the Open Family Australia website is used to:

- process donations, memberships and pledges;
- issue receipts;
- respond to your comments or questions;
- provide follow up information about Open Family Australia's work;
- seek your ongoing support;
- research supporter attitudes; or
- for internal reporting purposes.

Supporters may at any time choose not to receive some or all of our supporter communications, or not to be contacted for research by calling 1300 669 600. Supporters can also choose to remain anonymous; however in that case receipts cannot be issued for their contributions.

Security

Open Family Australia is committed to providing security for your personal and payment details when making a transaction on our websites. When you make a donation to Open Family Australia we collect the information that is required to process your donation, including details of how to contact you if we have any queries about the donation. We never disclose the personal information of our supporters to third parties unless they are working directly on our behalf to fulfil your transaction or we are required to do so by law.

Processing of payments

Open Family Australia does not see or store credit card details – these details are handled by the applicable service provider as follows:

All financial transactions processed through www.openfamily.com.au (or any of its sub-domains) are processed using a Payflow Link gateway supplied by PayPal Inc. PayPal Inc provides industry-leading security with transaction processing secured by 168-bit SSL encryption, in addition to meeting the exacting standards of the major card associations, including SAS, PCI, and SDP.

All financial transactions processed through secure.openfamilyfundraising.org.au are processed securely by Artez Interactive Inc using a PayFlow Pro gateway supplied by PayPal Inc. Artez Interactive Inc is a Level 1 PCI Compliant service provider.

The gateway operates as follows:

1. When you are ready to pay and click the payment button you will be transferred to a secure payment page where you will enter your payment details.
2. The payment gateway encrypts the data and securely sends it through the payment processing network.

NB. Open Family Australia does not see or store any of your credit card/account details

3. The transaction is reviewed for authorisation or refusal and the results are sent back through the gateway.

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4. You will receive a confirmation receipt once the payment is accepted. This is your official receipt and should be retained for tax purposes.
5. Once the transaction is processed the funds are transferred from your account/credit card to Open Family Australia's merchant account.

About PCI Compliance

The Payment Card Industry Data Security Standard (PCI DSS) is a worldwide information security standard defined by the Payment Card Industry Security Standards Council. The standard was created to help organisations that process card payments prevent credit card fraud through increased controls around data and its exposure to compromise. For more information about the standard go to www.pcisecuritystandards.org.

Additional Information

The website may from time to time contain links to other websites. Open Family Australia stresses that when an online user accesses a website that is not the Open Family Australia website, it may have a different privacy policy. To verify how that website collects and uses information, the user should check that particular website's policy.