



Internet Merchant Policies and Procedures

cBox Privacy Policy

cBox Pty Ltd regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all cBox Pty Ltd users, and conforms to Internet privacy standards. If you have questions or concerns regarding this statement, you should first contact Wendy Syme at on wsyme@cBox.com.au

Collection of Information

In order to use the cBox Pty Ltd website, we 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 cBox Pty. Ltd. 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 cBox Pty Ltd customers is 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 wsyme@cBox.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 wsyme@cBox.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

cBox Pty Ltd 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 promotional Emails. If a customer wishes not to receive such correspondence, they can request to be removed from mailing lists by contacting wsyme@cBox.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.



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Third Parties

cBox may at its discretion use other third parties to provide essential services for business processes. cBox may share your details as necessary for the third party to provide that service. However, these service suppliers are prohibited from using your information for any other purpose.

Legal

We reserve the right to disclose your information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding or court order.

cBox Pty Ltd Security Policy

cBox Pty Ltd uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australian 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.

- a) Payments are fully automated with an immediate response.
- b) Your complete credit card number cannot be viewed by cBox Pty Ltd or any outside party.
- c) All transactions are performed under 128 Bit SSL Certificate.
- d) All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- e) eWAY is an authorised third party processor for all the major Australian banks.
- f) eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by cBox Pty Ltd.

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.

In the event the Customer, in good faith, disputes cBox Pty Ltd's charges, the Customer shall pay all invoiced charges and submit detailed documentation clearly describing the requested credit. cBox will evaluate, in good faith, the submitted request for credit to determine the credit amount to be made. cBox approved adjustments will be credited against the following month's invoice. Any request for a billing adjustment must be made in writing within forty-five (45) days from the date of the disputed invoiced charge.