

OneVault PRIVACY POLICY

Introduction

OneVault regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all OneVault users and customers, and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, you should first contact OneVault at support@onevault.net.au.

In this policy, 'site' means www.onevault.net.au and any other web pages accessed through that gateway website.

Collection of Information

In order to use the OneVault website, we may require information from you in order to provide the best service possible.

All correspondence may also be collected and stored, particularly with regard to sales, support and accounts, including Email.

Any information collected by OneVault 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 OneVault 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. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot and do not guarantee its absolute security.

If you have any questions about security on our Website, you can email us at support@onevault.net.au

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 us at support@onevault.net.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

OneVault 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 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 us at support@onevault.net.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.

Third Parties

OneVault may at its discretion use other third parties to provide essential services on our site or for our business processes. We 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.

OneVault does not share any information with third parties for any unknown or unrelated uses.

Cookies

A cookie is a small text file that is stored on a user's computer for record-keeping purposes. We **may** use cookies on our site. We may use both session cookies (which expire once you close your web browser) and persistent cookies (which stay on your computer until you delete them) to provide you with a more personal and interactive experience on our site. You can remove persistent cookies by following directions provided in your Internet browser's technical information. In general, we use the information that is collected through the use of cookies on our site to make the site more useful to you and to tailor your experience with us and our communications with you to meet your special interests and needs.

Some of the ways in which we use cookies may include the following:

1. When you register for any of OneVault's services, we may use cookies to make it easier for you to navigate through and complete the registration form.
2. When you login to www.onevault.net.au, we may use cookies to easily authorise your credentials as you navigate through our secure pages. OneVault

If you reject cookies, you may still use our site, but your ability to use some areas of our site may be limited.

Some of our business partners (e.g. advertisers) may use cookies on our site. We have no access to, or control over, these cookies and as you agree by accessing and using the site that you release us from any claim resulting from or in connection with any such third party cookies.

This privacy statement covers the use of cookies by this site only and does not cover the use of cookies by any third party, whether or not affiliated with OneVault.

Clear GIFS (web beacons /web bugs)

Our third party advertising partners and third party tracking utility partners may employ a software technology called clear gifs (a.k.a. Web Beacons/Web Bugs), that help us better manage content on our site by informing us what content is effective. Clear gifs are tiny graphics with a unique identifier, similar in function to cookies, and are used to track the online movements of Web users. In contrast to cookies, which are stored on a user's computer hard drive, clear gifs are embedded invisibly on Web pages and are about the size of the period at the end of this sentence. We do not tie the information gathered by clear gifs to our customers' personally identifiable information.

OneBroadcast

If you use OneBroadcast or associated services on our site, you acknowledge and agree that any personal or other information you submit, upload, publish or disseminate on or through OneBroadcast can be read, collected, recorded or used in any way by other users or subscribers of OneBroadcast and you may be sent you unsolicited messages, emails or other correspondence or information. We are not responsible in any way for the information you choose to submit, upload, disseminate or publish on OneBroadcast, you agree to indemnify us and forever hold us harmless against any loss, damage, claim, judgement, demand or cost we may incur or suffer as a result of such information and you submit, upload, disseminate or publish such information at your own risk in all things.

Testimonials

We may post customer testimonials on our site which may contain personal information such as the customer's name. We will obtain your consent to use your personal information prior to posting the testimonial. If at any time you no longer wish to have any testimonial you have provided posted on the website you may request for it to be removed by emailing us at support@onevault.net.au

Legal

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

Links

Links on the OneVault site 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 www.onevault.net.au.

Changes to Privacy Policy

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time and for any reason, so please review it frequently. If we make changes to this policy with are materially detrimental to you, we will notify you here, by Email, or by means of a notice on our homepage.

If you have any enquiries regarding this document please email us at support@onevault.net.au.

OneVault SECURITY POLICY

OneVault 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.

1. Payments are fully automated with an immediate response.
2. Your complete credit card number cannot be viewed by OneVault or any outside party.
3. All transactions are performed under 128 Bit SSL Certificate.
4. All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
5. eWAY is an authorised third party processor for all of the major Australian banks.
6. eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by OneVault.

OneVault 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. OneVault will attempt to send your software/licence/access code (whichever is applicable) via email within two working days.

If you wish to query a delivery please contact us at support@onevault.net.au

OneVault COMPLAINTS POLICY

OneVault will always try to provide the best possible service to you. However, problems do arise from time to time. If you have any complaint regarding the services provided, we encourage you to please email us at support@onevault.net.au so that we can resolve any problems you may be having as soon as possible.

We will contact you to acknowledge your complaint as soon as possible after receiving your complaint. We will investigate your complaint and provide you with a written response.

If you have any enquiries regarding this document please email us at support@onevault.net.au.