

PRIVACY STATEMENT – RETAIL CUSTOMERS

This Privacy Policy has been published to provide a clear and concise outline of how and when personal information is collected, disclosed, used, stored and otherwise handled by CARACAL PTY LTD. The Policy relates to personal information collected by the CARACAL website.

CARACAL PTY LTD treats the handling of your personal information very seriously. We are in the business of security at the highest level possible. To that end, we have systems and procedures in place to protect your privacy in relation to the handling of your personal and business information collected from this website.

CARACAL PTY LTD abides by the National Privacy Principles, which provide a scheme in relation to the collection, disclosure, use and storage of personal information. We handle information responsibly and provides you with control over the way information about you is handled.

1. Collection of Personal and Business Information

Both personal and business information is information from which an individuals or a businesses identity may be ascertained and confirmed. The nature of information collected by CARACAL PT LTD comprises the required data needed by us to process an application, deliver and maintain a credit card payment gateway gateway service. This information will include (but is not limited to) persons name, land based telephone number, registered business name, ABN number if applicable, business address and certain details about the merchant account held in the applicants name at their bank.

CARACAL PTY LTD does not collect personal or business information unless it is necessary for us to perform one or more of its functions and services being request of it by the applicant.

At all times information given to CARACAL PTY LTD shall be with the full consent of the applicant.

There may be other occasions when CARACAL PTY LTD may need further confidential information to facilitate further service to you, for example, should we be requested to assist with payment gateway integration. In this case certain information relating to your hosting account may be needed by us to facilitate this service to you.

2. Use & Disclosure of Personal Information

Personal or business information provided to CARACAL PTY LTD will not be shared with any other third party without the express consent of the owner of that personal and/or business information.

3. Personal Information Quality

CARACAL PTY LTD requires that all personal and business information given to us by the applicant for the purpose of facilitating the payment gateway service is accurate, complete and up-to-date. To assist us in ensuring this please contact our office if any of your personal or business details change.

4. Personal Information Security

CARACAL PTY LTD is committed to keeping your personal information secure, and we will take all reasonable precautions to protect your personal and business information from unauthorised access, loss, misuse or alteration.

Your personal information may be stored in hard copy documents, or electronically on CARACAL's local software or systems. Your personal and/or business information is NOT stored on the internet.

5. Access To Your Personal and/or Business Information

You may request access to your personal and/or your business information that you have provided CARACAL PTY LTD in the first instance at time of application for service.

The procedure for gaining access is as follows:

1. All requests for access to your held information must be made through the merchant support section of this website. This provides us with confirmation of your identity.
2. Your request will be dealt with by CARACAL accounts in Melbourne and will be replied to within seven working days. There will be a charge of \$10 for this service.

6. Changes To This Policy

We may change this Policy from time to time for any reason and will update this published Privacy Policy Statement accordingly.

7. Concerns or Complaints

If you believe that your privacy may have been infringed or has been compromised in any way by Caracal please notify us immediately. All such concerns should initially be through our merchant support area. You may also phone us directly on 03 9008 0262.