



A/AA Internet Merchant Policy and Procedure

Aviation/Aerospace Australia Privacy Policy

Introduction

Aviation/Aerospace Australia regards customer privacy as an important part of our relationship with our members and partners. The following privacy policy applies to all Aviation/Aerospace Australia users, and conforms to Internet privacy standards. If you have questions or concerns regarding this statement, you should first contact Executive Director at 1300 889 459.

Collection of Information

In order to use the Aviation/Aerospace Australia 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 membership, support and accounts, including email.

Any information collected by Aviation/Aerospace Australia is collected via correspondence from you or your company. This may be via the telephone, email, mail, fax, social media sites or directly through our website.

Use of Collection Information

Any details collected from Aviation/Aerospace Australia members and partners is required in order to provide you with our products and/or services, and a high level of service.

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, they are immediately encrypted and directly forwarded to our third party secure payment gateway provider, e-way 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 info@aviationaerospace.org.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 info@aviationaerospace.org.au

Orders/Bookings/Membership

If you apply to be a member or partner with us or to attend an A/AA hosted event, 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 manage our service to you. If we have trouble processing your membership or request, we will use this information to contact you.

All transactions are in \$AUD / Australian Dollars.

Communications

Aviation/Aerospace Australia 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 member or partner wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us at info@aviationaerospace.org.au

Third Parties

Aviation/Aerospace Australia 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, only as necessary for the third party to provide that service.

Such third parties are prohibited from using your personally identifiable information for any other purpose.

Aviation/Aerospace Australia does not share any information with third parties for any unknown or unrelated uses.

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 our Website.

Links

Links on the Aviation/Aerospace Australia 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 Aviation/Aerospace Australia website.

Changes to Privacy Policy

If we decide to change our privacy policy, we will post those changes to this privacy statement, on the Aviation/Aerospace Australia 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, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our homepage.

Aviation/Aerospace Australia Security Policy

Aviation/Aerospace Australia 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.

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

For more information about eWAY and online credit card payments, please visit www.eWAY.com.au

Refund and Cancellation Policy

No amount is refundable for cancellation of a membership or partnership. Membership runs through until the due date with full purchase up front.

Cancellations for events must be received in writing at least 7 days prior to the event date. Phone cancellations will not be accepted. 50% only of the ticket cost will be refunded for cancellations made less than 7 days prior to the event date. Substitutions of participants may be made at any time without additional cost, provided A/AA is advised in writing.