



# Heartprint Privacy Policy

*Heartprint regards our customer's privacy as an important part of our relationship. Our privacy policy applies to all Heartprint users, and conforms to Internet privacy standards.*

## Collection, use and storage of Information

We may require information from you in order to provide the best possible service.

We may from time to time collect and store all correspondence, particularly regarding donations, support and accounts. This may include any emails received.

Heartprint will only collect information from you or your company via your correspondence with us; this may be via telephone, email, fax, post or directly through our website.

We require details collected from Heartprint customers to provide you with information about our products and/or services, as well as recent updates in order to provide a high level of customer service.

In assisting our staff development and providing service references, we may record your correspondence.

At Heartprint, we follow generally accepted industry standards to protect your personal information submitted to us, both during transmission and once it is received.

If you have any questions about security feel free to email us on [information@heartprint.org.au](mailto:information@heartprint.org.au)

If at anytime your personal information changes, or if you no longer desire our service, you may change, update, or deactivate it by emailing us at [information@heartprint.org.au](mailto:information@heartprint.org.au)

When making a donation to us, we may request certain personally identifiable information from you, including but not limited to contact information, name, email address, postal address and financial information. This information is used for donation purposes and to fill your order. If there is a problem processing an order, this information will be used to contact you.

Heartprint uses personally identifiable information for communication with our clients, mostly emails, accounts information, and critical service details. This information may also be used for other purposes, including some promotional correspondence. 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 [information@heartprint.org.au](mailto:information@heartprint.org.au)

Heartprint will not pass on any of your information to any third party in any instance. If you believe you have been contacted by a third party please make us aware by emailing us at [information@heartprint.org.au](mailto:information@heartprint.org.au)

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

The terms and conditions set out in this privacy statement only cover the domain name of [www.heartprint.org.au](http://www.heartprint.org.au)

## Changes to Privacy Policy

If at anytime our privacy policy changes, we will post those changes to this privacy statement, the

homepage, and other places we deem appropriate. We reserve the right to modify this privacy statement at any time.

## Security Policy

We use eWay for all online transactions. Every transaction is monitored and heavily guarded behind their advanced encryption to help prevent fraud and identity theft. By being leaders in risk management and constantly updating their systems to help block external threats, you can donate with confidence.

## Donations and payments

You may wish to donate money to Heartprint via the Heartprint website.

## Making a donation

In order to make a donation via the Heartprint Site, you will be directed to a secure eWay payment gateway, using Secure Socket Layer (SSL) Certificate using a minimum of 40-bit and up to 256-bit encryption. Includes a \$100,000 warranty and the Symantec Secured Seal.

Details required from you

Unless provided otherwise, all payments for donations are made by credit card (Visa, MasterCard accepted) or direct bank credit. You will therefore be required to provide to Heartprint details of your credit card, including:

- credit card type;
- name on credit card;
- credit card number;
- expiry date; and
- CCV number (where applicable).
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*All online payment transactions performed on our site using the eWay gateway are secured payments.*

- Your payment information will not be shared by eWay and cannot be viewed by Heartprint or any outside parties.

Your payment details are securely encrypted within eWay servers.

For more information about eWay, please visit <https://www.eway.com.au>