

## ImproMation Group Privacy Policy

### What information do we collect?

We collect information from you when you register on our site, place an order, subscribe to our newsletter, respond to a survey or fill out a form.

When ordering or registering on our site, as appropriate, you may be asked to enter your name or email address. You may, however, visit our site anonymously.

### What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- > To personalize your experience (your information helps us to better respond to your individual needs)
- > To improve our website (we continually strive to improve our website offerings based on the information and feedback we receive from you)
- > To improve customer service (your information helps us to more effectively respond to your customer service requests and support needs)
- > To administer a contest, promotion, survey or other site feature
- > To send periodic emails

The email address you provide for order processing may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc.

### How do we protect your information?

We implement strict security measures to protect the loss, misuse and alteration of the information under our control. We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorised access to our systems and data. We restrict access to personal and student information to selected employees and agents who need to know that information in order to process it for us, and who are subject to strict contractual confidentiality obligations.

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information.

We offer the use of a secure server. All supplied sensitive information is transmitted via Secure Socket Layer (SSL) technology and only accessed by those authorised with special access rights to our systems, and are required to keep the information confidential.

### **Do we disclose any information to outside parties?**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

### **Third party links**

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

### **Student Information**

All student information is managed according the criteria stated within this Privacy Policy. Utmost care is exercised in maintaining a secure repository of this information and it is only accessed by those authorised with special access rights to our systems, and are required to keep the information confidential.

All physical media (Photograph CDs, printouts etc) containing student information provided to The ImproMation Group is destroyed or returned to the school within 14 days of receipt.

Our website servers are housed within a secure, commercial hosting establishment in Sydney, New South Wales, Australia. Staff at this establishment have security clearance status with the Australian Federal Police and are also cleared for Restricted and Protected Level Defence classifications.

### **Do we use cookies?**

Yes (Cookies are small files that a site or its service provider transfers to your computers hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information

We use cookies to compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future. We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly. However, you can still place orders over the telephone or by contacting customer service.

### **Your Consent**

By using our site, you consent to our [web site privacy policy](#).

### **Changes to our Privacy Policy**

If we decide to change our privacy policy, we will post those changes on this page.

This policy was last modified on 11/12/2017

### **Contacting Us**

If there are any questions regarding this privacy policy you may contact us using the information below.

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