

# Iron Shadow Privacy Terms and Conditions Policy

## Introduction

Iron Shadow Pty Ltd T/A Iron Shadow regards customer privacy and well being as an important part of our relationship with our customers. The following privacy policy applies to all Iron Shadow users, and conforms to Internet privacy standards.

If you have questions, or concerns, regarding this statement, you should first contact [admin@ironshadow.com.au](mailto:admin@ironshadow.com.au) or phone Iron Shadow Pty Ltd on 0749 333 888.

## Collection of Information

In order to use the Iron Shadow 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 sales, support and accounts, including Email.

Any information collected by Iron Shadow is collected via correspondence from you or your company. This may be via the telephone, Email, mail, Internet social media or directly through our website.

## Use of Collection Information

Any details collected from Iron Shadow customers are required in order to provide you with our products and/or services, and a high level of customer service and care.

Correspondence is recorded in order to provide service references, and to assist our staff in their development and approach to and of customer care, satisfaction and 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, information is encrypted using secure socket payer technology (SSL). Where Credit Card details are collected, these are only passed on in order to be processed as required. Complete Credit Card details are never permanently stored.

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 [admin@ironshadow.com.au](mailto:admin@ironshadow.com.au) or call Iron Shadow on 0749 333 888.

## Access to Collected Information

Iron Shadow does not keep or store any credit card information. Customer's personal identifiable information such as contact details, names and numbers are kept as part of Iron Shadow's service. If your details change or you no longer wish to remain in our contact or mailing list please email [admin@ironshadow.com.au](mailto:admin@ironshadow.com.au).

Images are often collected and published as part of our social media information and education service during certain projects. Long term projects and clients at the end of their job receive a complimentary usb showing photos of all works completed. All photos remain the property of Iron Shadow Pty Ltd and are not allowed to be reproduced or used in any way out of the context in which they were taken, or in any way unrelated to Iron Shadow Pty Ltd without acknowledgement of Iron Shadow and/or without prior consent by Iron Shadow Pty Ltd. Iron Shadow stores all images for future reference. Clients are

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welcome to ask and visit and view jobs and processes employed at any time as Iron Shadow operates a transparent workshop with an open door policy and invites educating people with information suited to their task.

## **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, phone number, 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**

Iron Shadow 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 future 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 [admin@ironshadow.com.au](mailto:admin@ironshadow.com.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**

Iron Shadow 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.

Iron Shadow 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 Iron Shadow 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 [ironshadow.com.au](http://ironshadow.com.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, 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.

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## **Iron Shadow Security Policy**

**Iron Shadow 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 Iron Shadow Pty Ltd 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 you credit card to the merchant account held by Iron Shadow Pty Ltd.

**For more information about eWAY and online credit card payments, please visit [www.eWAY.com.au](http://www.eWAY.com.au)**

## **Delivery Policy**

### **Physical Goods**

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. We will attempt to send your goods via Post within the applicable manufacturing time and feel free to please contact Iron Shadow for progress reports or with any questions concerning your item.

If you wish to query a delivery please contact us at [sales@ironshadow.com.au](mailto:sales@ironshadow.com.au) or by phoning 0749 333 888

## **Refund & Returns Policy**

If for any reason you are not completely satisfied with your purchase we will give you a 30 day money-back guarantee from the time you receive the goods. Please email us at [sales@ronshadow.com.au](mailto:sales@ronshadow.com.au) within that time if you are not satisfied with your purchase so that we can work to resolve any problems or issues and organise the return of your item to Iron Shadow Pty Ltd for a replacement or a refund.

### **Terms and Conditions of Refunds & Returns**

This Iron Shadow Pty Ltd refund policy does not apply to goods which have been worn or used, damaged after delivery, or if any attempt has been made to alter the product in any way or if the item has been dropped, bumped, broken, wet, soiled, used or applied in any way that are not as per the instructions given and supplied for that particular item's correct use or as is commonly understood for a particular item, this includes misusing or using the item in ways that are incompatible with what the item was made or intended for and not following due care with its use, care and or storage.

All products must be returned in their original purchased condition. All postage and insurance costs are to be paid by the buyer. We recommend that you return the product via Registered post and that you pre pay all postage.

You assume any risk of lost, theft or damaged goods during transit and Iron Shadow therefore advises you to take out shipment registration of insurance with your postal carrier. Iron Shadow Pty Ltd will not be responsible for parcels lost or damaged in transit if you choose not to insure.

If you have any enquiries regarding this document and the payment services offered by eWAY please visit our website at [www.eway.com.au](http://www.eway.com.au)