

EBA ONLINE PAYMENTS AND REFUND POLICY

This information relates to online payments for events hosted by Environment Business Australia Limited

Refund policy

Refunds for functions will only be issued if cancellation is received more than 48 hours before an event. In the situation of an event being cancelled, a refund will be issued.

Payment Security

You will be transferred to a secure ANZ site for payment. Your credit card details will be protected using 128-bit SSL encryption and will not be stored by Environment Business Australia Limited

EBA PRIVACY POLICY

Environment Business Australia Limited will respect your privacy and the security of your email address and personal information. We will not keep or disclose any personal information to third parties.

Environment Business Australia Limited recognises the importance of your privacy and our Privacy Policy is intended to represent industry practice and to comply with our obligations under the *Privacy Act 1988*.

Environment Business Australia Limited will manage your personal information in a manner consistent with the Internet Industry Association (IIA) Code of Conduct and in accordance with the National Privacy Principles.

Photography and audio recording may take place at EBA events and may be reproduced in EBA on-line publications or on our website

Access to information collected

Your email address will only be used for the purpose for which you have provided it and it will not be added to any third party mailing list or used for any other purpose without your consent.

If at any time you want to know exactly what personal information Environment Business Australia Limited holds about you, you are welcome to access your record by emailing us at eba@environmentbusiness.com.au. Our file of your information will be made available to you within 14 days.

If at any time you wish to change personal information that is inaccurate or out of date, please contact us by emailing us at eba@environmentbusiness.com.au. If you wish to have your personal information deleted, please let us know in the same manner and we will take all reasonable steps to delete it unless we need to keep it for legal reasons.

Storage and security of your personal information

Environment Business Australia Limited will endeavour to take all reasonable steps to keep secure any information that we hold about you and to keep this information accurate and up to date. Your information is stored securely. We respect the confidentiality of any personal

information held by Environment Business Australia Limited. Unfortunately, no data transmissions over the Internet can be 100% guaranteed to be secure, so we cannot give an absolute assurance that the information you provide to us will be secure at all times. Environment Business Australia Limited will not be held responsible for events arising from unauthorised access to your personal information.

Credit Card Information

Your credit card details are used for the purpose of payment for an EBA hosted function. Environment Business Australia Limited will at no time disclose this information for any other purpose, than to use these details for the payment of a booking. The Member / guest gives us their authority to use these details for payment of their orders by submitting them by telephone or through facsimile. Credit card details are not stored in Environment Business Australia Limited database/servers. Members / guests must submit the credit card details each time you place an order.

Questions or complaints

Should you have any questions or complaints about privacy issues, please contact us