

Greymouse: Privacy Policy

Greymouse (“Greymouse”, “we”, “us” or “our”) wants you to feel secure when visiting the Greymouse website. Committed to protecting your privacy, Greymouse safeguards your personal information to maintain customer trust.

Greymouse respects the privacy of visitors of www.greymouse.com.au by disclosing and explaining in this Privacy Policy (“Policy”) how Greymouse collects, uses and shares information about you from the Greymouse website and the choices that you can make about the way your information is collected, used and shared. Greymouse encourages you to read this Privacy Policy.

The following sections address the Greymouse website’s privacy issues in more detail:

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01. Types of information collected on the Greymouse website

There are two types of information collected on the Greymouse website: Personal Information and Non-Personal Information.

Personal Information

Personal Information is information that identifies you as an individual, such as your name, mailing address, email address, age range, etc. Personal information is only obtained when you voluntarily provide the information to us. Greymouse uses personal information to better understand your business needs, to provide you with better service. For example, you may be asked to voluntarily submit your email address to us when communicating with us or your name and email address.

Once you choose to provide us with personal information, you can be assured it will be used only to support your relationship with Greymouse. We take seriously the trust you place in us and will not sell, rent or lease your personal information to others.

Non-Personal Information

Non-Personal Information is information that does not identify you as an individual, such as your browser type, IP Address, the URL of the previous web site you visited, etc. Greymouse may automatically collect certain types of non-personal information from you when using the Greymouse website allowing communication on line with visitors. We may also collect non-personal information that you voluntarily provide, such as information included in response to a questionnaire or survey.

02. How we collect information

Greymouse collects data when you provide information to us or through the use of web, internet technology or issue resolution on your computing equipment.

Non-Personal Information Collected Through Technology

Cookies:

The Greymouse website may use cookie technology to improve your experience on the Greymouse website and gather data for web site statistical reporting. Cookie technology does not capture your individual email address, computer data or any personal information about you.

A cookie is a small piece of information sent by a web site that is saved on your hard disk by your computer’s browser. It holds information a site may need to personalize your experience (i.e., your contact number is stored in a cookie, or rotating images on the Greymouse website home page) and gathers web site statistical data, such as which pages are visited, what is downloaded, the Internet provider’s domain name and country that our visitors come from and the addresses of sites visited immediately before and after coming to the Greymouse website. However, none of this is

associated with you as an individual and is measured only in aggregate.

To browse without cookies, you can configure your browser to reject all cookies or to notify you when a cookie is set. (Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences.) Your experience of the Greymouse site may be different if you set your browser to block cookies.

Web Beacons:

The Greymouse website may use web beacons to serve advertising, enhance email advertising and track usage on the Greymouse website. Web beacons do not capture your individual email address or any other personal information.

IP Address:

The Greymouse website may collect IP addresses for the purposes of systems administration, server or PC problem diagnosis and compiling aggregate information (such as how many visitors logged on to the Greymouse website). When you visit a particular web page on the Greymouse website, our servers log your IP address. An IP address is a number that is assigned to your computer automatically when you use the Internet.

03. Who we share information with

We take seriously the trust you place in us and will not sell, rent or lease your information to others.

Greymouse employs individuals and technical support personnel ("agents") to perform services on behalf of Greymouse, such as Contact Centre Agents, sending emails, providing e-mail, web chat, technical support, web site management and analyzing data. Such agents will have access to personal and non-personal information only as necessary to perform their services for us and are not permitted to use it for any other purpose.

Greymouse may also work with other companies ("resellers") to provide co-branded services or promotions. To provide a co-branded service to you, it may be necessary for us to share your personal information with our partners. The partner will only be able to use the information as necessary to perform the requested service or in aggregate form for statistical reporting.

Remember, if you go to other web sites, including those of our resellers, advertisers, merchants and other sites that link to our site, those other sites may collect personal and non-personal information about you. The information practices of those other sites are not covered by this Privacy Policy. We have no liability or responsibility for those sites or their own policies.

Disclosure of personal information for legal purposes and protection of Greymouse and others: Greymouse reserves the right to share your personal information with third parties if we believe such action is necessary in order to: (a) conform with the requirements of the law or to comply with legal process served upon us; (b) protect or defend our legal rights or property, Greymouse or our users; or (c) investigate, prevent or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person or violations of Australian law.

04. How to update or correct your personal information

To modify or delete your personal information, simply follow the instructions included in your email or on the Greymouse website, or send a reply stating your request, and we will make the requested changes.

05. Children's privacy

The Greymouse website is not intended for use by children. We do not knowingly collect information from children under the age of 13. If we learn that personal information on a child under the age of 13 is collected, we will delete that information from our systems. We encourage parents and guardians to be familiar with the web sites that their children visit.

06. Keeping your information secure

The security of your personal information is very important to us, and we are committed to protecting the information that we collect. We have security measures in place at our facilities to protect against the loss, misuse or alteration of information that Greymouse has collected from you at our web site. Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100 percent secure. As a result, while we strive to protect your personal information, Greymouse cannot ensure or warrant the security of any information you transmit to us or from our online products or services, and you do so at your own risk.

07. Acceptance of policy

By visiting the Greymouse website, you are accepting the terms and conditions of this Privacy Policy, and we have the right to use your information as described in this Privacy Policy. We reserve the right to modify this Privacy Policy at any time. Your continued use of the Greymouse website after we either personally notify you or generally post such changes on the Greymouse website will constitute your acceptance of those changes.

This Privacy Policy applies only with respect to the information that we collect on the Greymouse website and not to any information that Greymouse collects through other methods or sources.

If for some reason you believe that Greymouse has not adhered to this Privacy Policy, please notify us at one of the addresses below.

08. Changes to statement

Greymouse may modify or amend this Privacy Policy from time to time. In an effort to keep you informed of changes to this Privacy Policy, please note that the latest revision occurred in March 2006. Changes to this Privacy Policy will not affect our use of previously provided personal information.

09. Transactions on the Website

Processing Payments for Orders

If you place an order using this Website we will process all aspects of the order internally except for the payment for the order. Processing of payments for orders has been outsourced to PayPal, Inc, a company incorporated in the United States of America ("PayPal").

When you place an order on the Website you will leave the Website and pay for the order by completing secure forms hosted at the PayPal website located at www.paypal.com (the "PayPal Website").

When you fill in the payment details in relation to your order you will be providing your personal information (including without limitation your credit card details) to PayPal and you will be subject to the PayPal privacy and security policy set out on the PayPal Website.

Pricing and Payment

All prices on the Website are quoted in Australian dollars unless specified otherwise. For orders within Australia prices also include 10% Goods and Services Tax ("GST") which is an Australian tax payable on all goods and services.

Your credit card will be billed in Australian dollars and your card company will convert the charges for you.

The following cards can be used on the Website: Visa, Mastercard, American Express.

All prices are correct at the time of online publication. Prices are subject to change without notice

Refund Policy

Greymouse refund terms are outlined in the [Terms and Conditions policy](#).

Card Security

The payment for your order will be processed exclusively on the PayPal Website. Please refer to the PayPal Website for information regarding card and data security and encryption.

Important Information

We cannot accept responsibility for delays in delivery due to unforeseen circumstances (for example, telecommunications failure, strikes, floods etc.). Refer the [Terms and Conditions Policy](#) for service delivery guidelines.

Governing Law

All transactions using the Website shall be governed by and construed in accordance with the laws of the state of Queensland, Australia and the parties hereto submit to the non-exclusive jurisdiction of the Courts of, Queensland, Australia.

10. Contacting us

Please note that whenever you submit any information to us in connection with any Greymouse website-related services, you consent to Greymouse's processing of this information in Australia, New Zealand or country necessary to provide the services in which you are participating.

If you have any questions or comments about the Greymouse website's Privacy Policy and/or the way it affects you, please feel free to contact us by:

Sending an e-mail request to admin@greymouse.com.au; or

Sending a letter via mail to:

Attention: Business Manager
Greymouse
PO Box 5609
Maroochydore BC
Queensland 4558