



# PayWay API

## **DAYSAFE PTY LTD**

# **Policy & Procedure – Online Credit Card Payment**

---

## Daysafe Training Privacy Policy

### **Introduction**

Daysafe Training regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Daysafe Training users, and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, you should first contact Paul Day on 0400703742.

### **Collection of Information**

In order to use the Daysafe Training 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 Daysafe Training is collected via correspondence from you or your company. This may be via the telephone, Email, mail, fax or directly through our website.

### **Use of Collection Information**

Any details collected from Daysafe Training customers is required in order to provide you with our products and/or services, and a high level of customer service.

Correspondence is recorded in order to provide service references, and to assist in our staff development.

### **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, we encrypt that information using secure socket layer technology (SSL). When Credit Card details are collected, we simply pass them on in order to be processed as required. We never permanently store complete Credit Card details.

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@daysafe.com.au](mailto:admin@daysafe.com.au).



## Access to Collected Information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at [admin@daysafe.com.au](mailto:admin@daysafe.com.au).

## 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, 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

Daysafe Training 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 some 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@daysafe.com.au](mailto:admin@daysafe.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

Daysafe Training 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.

Daysafe Training 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 Daysafe Training 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 [www.daysafe.com.au](http://www.daysafe.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.



## Daysafe Training Security Policy

Daysafe Training uses the Payway Payment Gateway for its online credit card transactions. Payway 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 Payway gateway are secured payments.**

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by Daysafe Training or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within Payway's bank-grade data centre, further protecting your credit card data.
- Payway is an authorised third party processor for all the major Australian banks.
- Payway at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by Daysafe Training

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

## Delivery of Training

After ordering online, you will receive an email confirmation from Payway 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. You will then be contacted by Daysafe Training to confirm arrangements.

## Refund Policy

Daysafe will apply the following percentage of refund to all training cancellations:

- Full training course fees are required on enrolment in order to secure a seat on the nominated course. (Up to \$1000)
- All cancellations must be received in writing.
- No penalty will be requested if the cancellation has been received prior to 8 days before the commencement of the nominated course.
- A penalty of 50% of the full fee if cancellation has been received more than 3 days and less than 7 days before the commencement of the nominated course.
- No refunds will be issued if cancellation has been received less than 48 hours before the commencement of the nominated course.



## Reimbursement

The liability for airfares and accommodation is with the client under all circumstances. Pre-paid airfares and accommodation will be invoiced to the client in full including a 5% surcharge, separate to course cancellation fees listed above.