



Faith Lutheran College, Redlands

Faith in Christ ... prepared for life.

Privacy Policy – Web/ecommerce transactions

Faith Lutheran College, Redlands is dedicated to keeping your details private. Any information, we collect in relation to you, is kept strictly secured. We do not pass on/sell/swap any of your personal details with anyone. We use this information to identify your orders, provide you with our monthly newsletter (if applicable) and to personalise your shopping experience with us; that's all. Faith Lutheran College, Redlands may use cookies to allow you to login to your account, maintain a shopping cart and to purchase items in your shopping cart. Cookies sent to your computer from Faith Lutheran College, Redlands only last while you're browsing our website. We do not store persistent cookies on your computer. Cookies also allow us to give you a more personalised shopping experience by displaying products that interest you throughout our product pages, thus providing you with a more friendly, interesting and enjoyable shopping experience.

Whenever you use our web site, or any other web site, the computer on which the web pages are stored (the Web server) needs to know the network address of your computer so that it can send the requested web pages to your Internet browser. The unique network address of your computer is called its "IP address," and is sent automatically each time you access any Internet site. From a computer's IP address, it is possible to determine the general geographic location of that computer, but otherwise it is anonymous.

We do not keep a record of the IP addresses from which users access our site except where you have specifically provided us with information about yourself, in which case we also record your IP address for security purposes. An example of this would be when proceeding to a checkout to finalise an order you may wish to make. After completing the form provided, your IP address will be stored along with a transaction number that allows us to track your order.

Security Policy – Web/ecommerce transactions

When purchasing from Faith Lutheran College, Redlands your financial details are passed through a secure server using the latest 128-bit SSL (secure sockets layer) encryption technology. 128-bit SSL encryption is approximated to take at least one trillion years to break, and is the industry standard. If you have any questions regarding our security policy, please contact our customer support centre accountant@faithlutheran.qld.edu.au

Refund Policy – Web/ecommerce transactions

- A) **Payments to School Fees A/c:** Payments will be applied to relevant invoices as indicated by you upon payment via web portal (when that facility is enabled), otherwise, payments will be allocated to earliest invoice (or part thereof) outstanding to your account. Refunds will only be available upon request where the balance of your account is in credit, to the extent that it is in credit.
- B) **Payments for Voluntary School Camps/Activities:** .e.g. Canberra Trip/Japan Trip/Year 12 Formal etc. refunds will only be available to the extent indicated in literature provided in relation to that specific activity and within the timeframes indicated for that activity and will probably require forfeiture of deposit and/or out of pocket expenses already incurred prior to withdrawal from activity and subsequent request for refund. On request, a refund of the balance of funds held (i.e. less deposit/allowance for expenses incurred) for that activity will be refunded to parent's school fee account and offset against any monies owing. Any remaining balance will be refunded according to refund of Payments to School Fees A/c above.

- C) **Canteen/College Shop Purchases:** Please choose carefully. We do not normally give refunds if you simply change your mind or make a wrong decision. You can choose between a refund, exchange or credit where goods are faulty, have been wrongly described, are different to the product purchased on the website or doesn't do what it is supposed to do.

Purchases from the College Canteens/College Shop will be via:

1. **HELD DEPOSITS** – College will hold a separate/specific deposit for each student to cover any purchases during school term. Deposits may be replenished at any time by parents making a web based payment to student's individual deposit. On request, a refund of any credit funds held in the name of the student will be refunded to parent's school fee account and offset against any monies owing. Any remaining balance will be refunded according to refund of Payments to School Fees A/c above.
2. **ORDER and PAY OVER INTERNET** – When facility becomes available, parents will be able to purchase a select range of products over internet for collection from College Shop/Canteens on parent nominated day(s).
 - a. N.B. Canteen orders cannot be cancelled for any reason after 8:00am on nominated day of supply.
 - b. College Shop
 - i. Items held in shop stock: Store Manager will work with parents to ensure correct sizing/fit and arrange exchange of items for correct fitting where goods have not been worn or washed and are returned in same condition and packaging as purchased.
 - ii. Special order items (Senior Jerseys/Blazers etc): refunds will only be available where Faith is able to cancel the corresponding order with manufacturer.

On request, a refund of the purchase price paid less deposit/allowance for expenses incurred will be refunded to parent's school fee account and offset against any monies owing. Any remaining balance will be refunded according to refund of Payments to School Fees A/c above.

Date adopted - 17 October 2013