



## Document Shop Pty Ltd Privacy Statement

To ensure you are fully informed about our collection and use of your personal information, we have developed this statement. If you have any questions or require any further information, please call us on 1300 667 817.

### **1. What is Personal Information?**

Personal information is any information that identifies an individual and includes names, addresses, financial details and billing details.

### **2. Collecting Personal Information**

- a. When you visit our website you do not need to reveal any personal information.
- b. When you order a product from us you will provide us with your personal information on the order form.
- c. We will generally collect personal information by our on-line and downloadable order forms that you complete, orders placed over the phone, face-to face meetings, telephone conversations, e-mail discussions and business cards.
- d. Document Shop collects personal information from the website [www.documentshop.com.au](http://www.documentshop.com.au) through receiving orders that you place on-line, forms you complete on-line and through e-mails you send.
- e. If you decide to contact us via our website, we will collect your e-mail address and any other information you provide.
- f. If you call us us, we will collect any personal information you choose to provide.

### **3. Why do we collect Personal Information?**

- a. We collect your personal information so that we can conduct our business, market our products and services, provide you with the products and services you order, answer any questions you may have and provide you with a professional service.
- b. Subject to any statutory or legal requirement, your personal information is not sold, traded or given to any third parties and is only disclosed to the extent necessary to provide you with the products and services you have ordered, to answer any questions you have and to provide you with a professional service.
- c. We may retain your information and use it to provide you with information on other products and services we offer from time to time. If you do not want to receive this information, please let us know by e-mail at [info@documentshop.com.au](mailto:info@documentshop.com.au).
- d. We will not disclose information about you unless the disclosure:
  - i. Is required by law;
  - ii. Is authorized by law; or
  - iii. You have consented to us disclosing the information.

### **4. How might we use and disclose your personal information?**

- a. In general, we use and disclose your personal information for the following purposes:
  - i. to conduct our business;
  - ii. to market our products and services;

- iii. to provide you with the products and services you order;
- iv. to answer any questions you may have;
- v. to communicate with you;
- vi. to comply with our legal obligations;
- vii. to provide you with a professional service; and
- viii. to assist us manage and better our products and services.

**5. To whom might we disclose your personal information?**

We may disclose your personal information to:

- a. Other companies, entities or individuals who assist us in providing our products and services to you (such as solicitors and your delivery address to couriers); and
- b. Anyone else that you authorize us to provide your personal information to.

**6. Security**

- a. We are committed to ensuring that your privacy is protected. We are committed to maintaining the security and confidentiality of the personal information you provide us.
- b. We have adopted strict practices and security measures to ensure that the personal information you provide to us is secure and is not used or disclosed for any unauthorized purpose.
- c. We will take all reasonable precautions to protect your personal information from unauthorized use or modification.
- d. Document Shop's online payment system is safe and secure thanks to the use of the online payment platform Stripe. Stripe has been audited by a PCI-certified auditor and is certified to PCI Service Provider Level 1. This is the most stringent level of certification available in the payments industry.
- e. All credit card numbers are encrypted by Stripe with AES-256. Decryption keys are stored on separate machines. None of Stripe's internal servers and daemons are able to obtain plaintext card numbers; instead, they can just request that cards be sent to a service provider on a static whitelist. Stripe's infrastructure for storing, decrypting, and transmitting card numbers runs in separate hosting infrastructure, and doesn't share any credentials with Stripe's primary services (API, website, etc.).
- f. No credit card information is stored on Document Shop's web servers.
- g. Document Shop takes all reasonable steps to safeguard our customers against any criminal activity. Since the Document Shop site began, we have not experienced any instances of card fraud resulting from information given to us.
- h. If you would like more information, you can go to the Stripe site <<https://stripe.com/au>> or, you can e-mail us.
- i. If you place an order by phone/mail, we securely destroy your credit card details after processing. You will be asked to provide your credit card details each time you place an order with us to protect your financial information.

**7. Cookies**

- a. Our website uses a session cookie that is only used to confirm your username and password as you use our secure ordering system. The session cookie is discarded when you leave our website.
- b. We use third parties to analyse traffic, which may involve the use of cookies. Information collected through that type of analysis is anonymous.

**8. How do we keep your personal information up-to-date?**

We aim to ensure that your personal information is accurate, complete and up-to-date. Please contact us in order to correct or update any personal information we hold about you. Our contact details are set out below.

**9. Changes to this Privacy Statement**

We can make changes to this Privacy Statement at any time for any reason and those changes will be posted on our website.

**10. Questions? Please contact us.**

If you would like further information or have any questions, please contact us on 1300 667 817 or [info@documentshop.com.au](mailto:info@documentshop.com.au).