

# Privacy Policy

## 1. Definitions and General Statement

The Privacy Legislation includes National Privacy Principles (NPP1-NPP10). Spiritualbookstore.org.au is aimed at being compliant with the principles and the guidelines issued by the Federal Government Privacy Commissioner. See <http://www.privacy.gov.au/> for detailed information.

Spiritualbookstore.org.au recognizes the importance of protecting the privacy of Personal Information collected about our Users. We do not sell or otherwise disclose any individually identifiable Personal Information about you without your express written consent, unless required by law.

## 2. Collection

The kind of personal information we collect will depend on the type of initiatives you support or enquire about. In addition, we collect statistical non-personally identifiable information from you in the form of usage data (for example, length of session, pages viewed, geographical location, etc.) for use as stated in the paragraph on "Usage" below. Personal information collected by Spiritualbookstore.org.au may include:

- Your contact information-name, address, email address, phone number, mobile phone number.
- Activities performed when you login to [www.spiritualbookstore.org.au](http://www.spiritualbookstore.org.au)

If you choose not to provide us with certain personal information, we may not be able to process your transaction.

## 3. How we collect information

There are a number of ways we collect information from you. These include:

- Directly from you when you provide information by phone, in person, via our website, on coupons or response forms.
- From a third party known to you who makes a transaction and gives it to you or nominates you as the recipient of communication regarding that transaction.
- From third parties such as credit card providers where we seek authorisation for your payment.
- From our own records of your transaction history or your level of interaction with our services.
- From publicly available sources of information.

## 4. How information is used

Your personal information may be used to:

- Process your transaction and provide receipts.
- Provide you with confirmation of your transaction and advise you of any changes.
- Confirm your identity when you make enquiries about your transactions.
- Address any feedback or complaints you may have.
- Answer your queries.

- Communicate with you about developing, improving and advertising our range of causes, events and services, which you may have opted to know about.

If you choose to give us your email address, we will try to communicate with you via email for administrative purposes directly related to a transaction or service.

We will send you email newsletters and other email regarding spiritual books or other causes, products and services where you elect to opt-in, which may be via our website, phone or other request. You can unsubscribe from our newsletters via links in the newsletter or by writing an email to us specifying the service you wish to unsubscribe from.

We do not disclose your personal information. We do not rent, sell or give your information to other organisations without your direct consent.

### **5. Who we may disclose your information to**

We may disclose your personal information to:

- An authorised legal representative nominated by you
- Our accountants, auditors and lawyers
- Law enforcement, government or other organisations, as required by law.

### **6. How long we keep your information?**

We will keep and use your information after you have transacted with us or interacted in some other way with [spiritualbookstore.org.au](http://spiritualbookstore.org.au) . How long we hold and use the information after you have ceased transacting or interacting with us will depend on the type of interaction you had with us and any requirements under law.

### **7. Privacy and the internet**

#### **Statistical tracking**

[spiritualbookstore.org.au](http://spiritualbookstore.org.au) collects statistics on visitor traffic to our website. All such statistics are anonymous and do not identify specific visitors.

#### **Anonymous tracking**

We may anonymously track your visit to our website by using 'cookies'. If you prefer not to allow the use of 'cookies', you may be able to adjust your browser to turn them off or notify you when 'cookies' are being used. However, if you disable cookies, you may not be able to access certain areas or take advantage of certain features or services on our website.

The information that we collect is anonymous and not personally identifiable. It does not contain your name, address, telephone number or email address.

#### **Links with other sites**

[spiritualbookstore.org.au](http://spiritualbookstore.org.au) website may contain links to other sites. Other sites may also have links to our website. In either case, we are not responsible for the content, privacy practices or business practices of any website or company except our own.

## **8. Giving you control**

If you want to change any information that you have previously given us, or if you want to opt out of future communications, you can either:

- Email a request to [info@spiritualbookstore.org.au](mailto:info@spiritualbookstore.org.au)
- Call the reception +61 2 8197 7351.
- Mail a request to: 2 Stewart Street, Ermington, NSW, Australia

When contacting us to change your details, please include the following information:

- Contact details (name, postal address, telephone number)

## **9. Changes to this privacy statement**

We may make changes to this policy from time to time without notice. Any changes will be reflected on this page.

## **10. Contacting us about privacy**

If you have any questions or comments about this privacy statement or if you have a complaint about a breach of your privacy, you can contact us by either methods

- Email a request to [info@spiritualbookstore.org.au](mailto:info@spiritualbookstore.org.au)
- Call the reception +61 2 8197 7351.
- Mail a request to: 2 Stewart Street, Ermington, NSW, Australia