

# Volt Edge Privacy Policy

## Introduction

Volt Edge regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Volt Edge users, and conforms to

## Internet privacy standards.

If you have questions or concerns regarding this statement, you should first contact Tony McKewin at 1300 761 366.

## Collection of Information

In order to use the Volt Edge 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 Volt Edge 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 Volt Edge 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 [training@voltedge.com.au](mailto:training@voltedge.com.au)

## Access to Collected Information

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

Volt Edge 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 [training@voltage.com.au](mailto:training@voltage.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

Volt Edge 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.

Volt Edge 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 Volt Edge 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 Volt Edge.

## 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.

## Volt Edge Security Policy

Volt Edge uses the eWAY Payment Gateway for its online credit card transactions. eWAY 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 eWAY gateway are secured payments.

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

## **Delivery Policy**

### *Face to Face Training*

After ordering online, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address). Volt Edge will normally confirm receipt of your order within a few minutes of ordering confirming your pending enrolment. Volt Edge will attempt to finalise your enrolment and confirm your training via Email within 1 working day depending on factors such as, eligibility of course suitability and verification of pre-requisites.

If your confirmation is taking a little longer or if you wish to query any details please contact us at [training@voltage.com.au](mailto:training@voltage.com.au)

### *Online Training*

After ordering online, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address). Volt Edge will normally confirm receipt of your order within a few minutes of ordering confirming your pending enrolment. Volt Edge will attempt to send your login details via Email within 1 working day depending on factors such as, eligibility of course suitability and verification of pre-requisites.

If your resources are taking a little longer or if you wish to query any details please contact us at [training@voltage.com.au](mailto:training@voltage.com.au)

## **Refund & Returns Policy**

If for any reason you are not completely satisfied with your purchase we will give you a money-back guarantee within accordance of the following:

Enrolment fee may be refunded under the following circumstances:

1. If a student withdraws from the course more than seven (7) days prior to commencement of the course, full enrolment fee will be refunded.
2. If a student withdraws less than seven (7) days but more than (1) one day prior to commencement of the course 20% of course fee will be forfeited, 80% of course fee will be refunded.
3. No refunds will be granted from the date of the commencement of course.
4. In line with our values on equity and access, students may approach Volt Edge if they have circumstances that warrant an alternative payment structure being agreed.

Please email us at [accounts@voltage.com.au](mailto:accounts@voltage.com.au) within that time if you are not satisfied with your purchase so that we can resolve any problems.