

WC Penfold Stationery Store Website Privacy and Security

Our commitment to keeping you

We appreciate that you may have concerns about how personal information is collected, used and shared. We can assure you that we will always handle your personal information carefully and securely. Among other things, we strictly comply with all relevant Australian privacy laws and make sure our team members do the same.

Why we collect information

We collect information so that we can provide you with great service. We need this information to deliver products and services to you, to complete transactions on your behalf and to better understand your requirements and needs.

We may contact you for additional information or verification before accepting any order. This information also allows us to provide you with offers that benefit you.

How we collect this information

We store your registration and ordering details so that you don't have to re-enter your details every time you shop with us. Sometimes we will add to your personal information data from external sources. This is usually only done to verify the accuracy of the information we have, and to personalise and improve our services. Generally, the personal information we collect is supplied by you.

What we collect

The information we collect includes your name, business name, address, delivery address, phone number and e-mail address.

Sharing your information

We may need to pass on personal details such as your name, business name and address to service providers who perform some of our deliveries. This may include major delivery companies, mail houses and third party fulfilment contractors. In special circumstances, for example if we sell our business, your information may be transferred as part of that sale. We will not use your information for purposes unrelated to the services we provide without your consent.

If you would like to access your personal information, please email your request via [Contact us](#) or phone us on Customer Service (02) 8297 1888

Security

We will always take all reasonable steps to store your personal information securely. After all, it is in our interests to make sure you feel confident shopping with us online. Only specially cleared team members in our Customer Service Centre and in Marketing, Stores, Finance and IT have access to our customer's personal information. Their access is subject to strict controls and procedures. Our e-commerce sites use a security measure called Secure Sockets Layer (SSL) technology. SSL locks all your critical information in an encrypted envelope, making it extremely difficult for this information to be intercepted. Our SSL technology is the industry standard in Internet security.

About cookies and what they tell us

A cookie is a small amount of information sent from a web server to your computer when you use our web site. This information does not personally identify you. It simply tells us what areas of

our site your computer has visited. It also tells us if you have selected a product and put it in your shopping basket, it does not tell us your personal identity unless you are registered with us.

Other sites

WC Penfold Stationery Store has no control over the privacy practices of sites that are linked to this site via hyperlinks or banner advertising. Please take care at all times to check whose site you are visiting.

Direct marketing by mail and email

We will only send you email or mail via direct marketing if you choose to receive them. If you would like to receive offers from us, please tick the relevant box when you register with WC Penfold Stationery Store. If you no longer wish to receive these offers please email us or call Customer Service (02) 8297 1888.

Changes to our privacy policies and practices

Our privacy policies and practices may be reviewed and updated from time to time in line with customer expectations and legislative changes.