

Privacy Statement

First Class Resources is committed to protecting personal information.

Personal information is collected in different ways through:

1. Website - www.firstclassresources.com.
2. Mail.
2. Email.
4. Telephone.
5. Face to face consultation.

Personal information may be used for:

1. Processing of sales and supplier orders.
2. Administration of records for our business, including maintenance and development of business systems.
3. Informing you from time to time of new publications and administration issues.

Personal information is collected in the above stated passive way, meaning that you provide the personal information of your own volition.

Due to the nature of various means of information and data transmission, First Class Resources cannot guarantee the security of any information you submit or receive from us, however once transmissions are received, we make all efforts to ensure the security of your personal information.

1. ACCEPTANCE OF POLICY

- 1.1 The Website is owned and operated by **First Class Resources** (ABN 14 132 483 428), a supplier of high quality teaching resources from leading academic publishers and suppliers.
- 1.2 The Provider has created this Privacy Policy in order to demonstrate its firm commitment to your privacy. The following discloses the Provider's information gathering and dissemination practices in respect of personal information.
- 1.3 By supplying the Provider with your personal information in any way, you agree to be bound by this Privacy Policy.
- 1.4 The Website may include third party content comprising links which will transfer you to the website of a third party, including websites of merchants and advertisers whose respective deals and advertisements are displayed on the Website. You are not required to click on the links, but if you do, you do so at your own risk. The Provider is not responsible in any way for the privacy practices of such third parties and you are advised to view and read the privacy statements issued by them to ensure that you understand and agree to the same.

2. COLLECTION OF DATA

- 2.1 We will not collect any information from you which may, or may lead to, the disclosure of your identity as an individual ("**Personal Information**") unless you choose to provide us with such information when you communicate with us in any way, including when you submit your Personal Information to us:
- (a) to place an order for the purchase of any Product through or in connection with the Website and/or Store;
 - (b) to purchase any Products through or in connection with the Website and/or Store;
 - (c) to request for further information in relation to any Product;
 - (d) to contact us by way of email, telephone call, fax message, letter or in person or through any other means of communication for any reason.

3. USE OF DATA

- 3.1 Any Personal Information submitted to us shall be used primarily for the purposes to which they were submitted or required and for administrative purposes.
- 3.2 We may also use your Personal Information for the following additional purposes:
- (a) to understand what your needs and requirements are;
 - (b) to provide personalised content and match the most relevant services for you;
 - (c) to contact you in response to any requests made by you;
 - (d) to offer you any promotions or special rates; and
 - (e) to profile your information preferences, for example, understanding how you use the Website, reviewing the nature of your communication and/or reviewing your search contents, any products you purchase or courses you request information for or Website pages you access.

4. DISSEMINATION OF DATA

- 4.1 Be assured that we will never sell your Personal Information to any third parties for commercial gain.
- 4.2 We may however disclose your Personal Information to our consultants, advisors, service providers and agents ("**Authorised Representatives**") to assist us to achieve the purposes described in clauses 3.1 and 3.2.
- 4.3 Additionally, we may be required to disclose your Personal Information in the following circumstances:
- (a) to comply with a legal process;
 - (b) to enforce our Terms and Conditions and/or Disclaimer, this Privacy Policy or any other agreements executed with you or any related entity; and
 - (c) to protect the rights, property or personal safety of other persons and/or the public, or to protect our business operations.

4.4 Accordingly, your Personal Information will be disclosed where we are obliged or permitted by law to do so. If you post or send offensive or objectionable content to us or otherwise engage in any disruptive behaviour towards us, we can use whatever information that is available to us about you to stop such behaviour. This may involve informing relevant third parties such as your employer and law enforcement agencies about the content and your behaviour.

5. CONSENT

5.1 By submitting or providing your Personal Information to us, you expressly acknowledge, consent and agree to:

- (a) our use or processing of your Personal Information for the purposes described in clauses 3.1 and 3.2;
- (b) the disclosure to, or use or processing by, Authorised Representatives for the purposes described in clause 4.2; and
- (c) the lawful disclosure of your Personal Information pursuant to clause 4.3.

5.2 We follow strict security procedures to ensure that your Personal Information is protected and kept in a secure place with restricted physical or electronic access, and with confidentially preserved. Only the senior management team of the Provider is permitted access to the Personal Information.

5.3 Notwithstanding the aforesaid, you expressly acknowledge and agree that the transmission of information is not completely secure. We will do our best to protect your Personal Information but we are unable to guarantee the security of the same, and accordingly, any submission or provision of Personal Information is made at your own risk.

6. RETAINING DATA

6.1 We may be required to retain your Personal Information and all other information submitted to us in order to comply with legal obligations, prevent fraud, collect fees owed (if any), resolve disputes and troubleshoot problems. Such retention is always done within a legal framework.

7. INFORMATION REQUESTS

7.1 You have a right to ask for a copy of your Personal Information and are obliged to correct any inaccuracies in your Personal Information.

7.2 Unless the Personal Information relates to an individual which you are legally responsible for (such as a person with mental incapacity), you may not give us Personal Information about any other person. If you do so, you confirm that they have appointed you to act for them and to consent to the processing of their Personal Information, including sensitive personal data.

8. ANALYTICS

- 8.1 If you access and use our Website, such use and access may be tracked by us through analytics software, including cookies, supplied by third parties for the following purposes:
- (a) to review the frequency of your usage of the Website to allow us to tailor and improve on the features and functionality of the Website; and
 - (b) to compile anonymous statistics patterns of use and access. A third party may collect such data on our behalf to measure the performance and success of the Website. Information collected is aggregated for reporting purposes, and no personally identifiable information is collected by this service. The use of this service assists us in measuring and improving the structure and ease of use of the Website.
- 8.2 Analytics software may also track IP addresses. An IP Address is a number that can identify an Internet Service Provider, country location and so on. It cannot provide personal information of a user although to a certain extent, with appropriate software, the user of the IP Address may be de-anonymised. Notwithstanding the aforesaid, we will not use the IP Address to build a profile on users and will only use such information for demographic and statistical purposes.
- 8.3 It is possible that others may download analytics software to your computer or electronic device when you access, visit or use the Website. We cannot control nor do we have access to any analytics software placed on your computer by such other persons.

9. MODIFICATION OF PRIVACY POLICY

- 9.1 This Privacy Policy may be modified from time to time as a result of any changes in the law or best practice without notice to you. The most current version of this Privacy Policy as posted on this page shall supersede all previous versions.
- 9.2 It is your responsibility to check regularly to determine whether a new version of the Privacy Policy has been uploaded.

10. QUESTIONS

- 10.1 If you have any questions about this Privacy Policy, the privacy practice of the Provider, or your dealings with the Provider in respect of Personal Information, you can email the Administration at admin@firstclassresources.com.