



# Website Terms and Privacy Policy

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## Roster Elf Pty Ltd Website Terms and Conditions

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damages you or others may suffer, as well as damages for loss of profits, business interruption or the loss of data or information.

### **Viruses**

Roster Elf cannot guarantee that any file or program available for download and/or execution from or via this site is free from viruses or other conditions which could damage or interfere with data, hardware, or software with which it might be used. You use this website at your own risk and assume all risk of use of all programs and files on this site, and you release Roster Elf entirely of all responsibility for any consequences of its use.

### **Spam**

Roster Elf Pty Ltd will never knowingly send you communications without your consent.

### **Cookies**

Cookies are small pieces of information or text files that your computer browser or mobile device stores on your computer or device hard drive.

Roster Elf may use cookies to provide you site usage information as well as to assist us to improve and develop the products and services we offer. If you disable cookies on your web browser, you may not be able to fully experience all features of the Roster Elf website and Roster Elf's services.

### **Third Party Sites**

This site may contain links to third party sites. Roster Elf is not responsible for the condition or content of those sites as they are not under Roster Elf's control. You access those sites and/or use the site's products and services solely at your own risk. The links are provided for your convenience only and do not indicate, expressly or impliedly, an endorsement by Roster Elf of the sites or the products or services provided on the site.

Roster Elf Pty Ltd does not permit any linkages to this website without prior consent.

### **Applicable Law**

This site is created and controlled by Roster Elf Pty Ltd. Your use of this site is governed by, construed, and enforced in accordance with the laws of Western Australia and the Commonwealth of Australia (as applicable). Disputes arising from

your use of this site are exclusively subject to the jurisdiction of the courts of Western Australian and the Commonwealth of Australia (as applicable).

This site may be accessed throughout Australia and overseas. Roster Elf makes no representations that the content of this site complies with the laws (including intellectual property laws) of any country outside Australia. If you access this site from outside Australia, you do so at your own risk and are responsible for complying with the laws in the place where you access the site.

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## **Roster Elf Pty Ltd Privacy Policy**

### **Introduction**

Roster Elf Pty Ltd regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Roster Elf Pty Ltd users and conforms to Internet privacy standards.

Roster Elf is committed to protecting customer's personal information in accordance with the Australian Privacy Principles (**APPs**) contained in the *Privacy Act* 1988 (Cth) (**Privacy Act**).

If you have questions or concerns regarding this statement, you should first contact us at [help@rosterelf.com](mailto:help@rosterelf.com) or 1300 353 000

### **Collection of Information**

In order to use the Roster Elf Pty Ltd website, we may require information from you in order to provide the best service possible.

The personal information we collect depends on the dealings you have with Roster Elf Pty Ltd.

All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including Email.

Any information collected by Roster Elf Pty Ltd is collected via correspondence from you or your company. This may be via the telephone, Email, mail, fax or directly through our website. Information may also be collected through cookies. Usually, cookies are used to identify repeat users of websites and remember their particular user preferences or settings.

## **Use of Collection Information**

Any details collected from Roster Elf Pty Ltd customers are required to be collected by Roster Elf 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.

Data collected from cookies may be used both anonymously and also in relation to Roster Elf's user accounts. Additionally, cookie data may also be used via the website to track and collate usage and data. Roster Elf may use this data (including technical information about your computer, mobile device and system preferences) to assist in the creation of software updates, support and other matters related to Roster Elf's services and website.

## **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.

While we use our best endeavours to protect your personal information, we cannot guarantee the security of the information you disclose and accordingly, you disclose that information at your own risk.

If you have any questions about security on our Website, you can email us at [help@rosterelf.com](mailto:help@rosterelf.com).

## **Access to Collected Information**

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at [help@rosterelf.com](mailto:help@rosterelf.com).

We will take reasonable steps in accordance with the APPs to correct or amend that information. Please note that for security purposes we may ask you to verify your identity prior to processing any access or variation requests.

## **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**

Roster Elf Pty Ltd 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 [help@rosterelf.com](mailto:help@rosterelf.com).

In accordance with the APPs, 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**

Roster Elf Pty Ltd may at its discretion and in accordance with the APPs 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.

Roster Elf Pty Ltd does not share any information with third parties for any unknown or unrelated uses.

## **Cross Border Disclosure**

Roster Elf Pty Ltd may disclose personal information to overseas recipients (depending on the nature of services those recipients provide to Roster Elf Pty Ltd). For example, customer data may be hosted via an overseas cloud service provider, or customer management systems may be hosted by an overseas server. Such disclosure will be managed in accordance with the APPs.

## **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 Roster Elf Pty Ltd site to external entities are provided for your convenience only and are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain names of [www.rosterelf.com](http://www.rosterelf.com) and [www.rosterelf.com.au](http://www.rosterelf.com.au)

Roster Elf Pty Ltd is not responsible for the privacy or security policies or practices of any third-party sites. Such third-party sites may have their own privacy or securities policies which you should read before providing any information to those third parties.

## **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.

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## **Roster Elf Pty Ltd Security Policy**

Roster Elf Pty Ltd uses the eWay Payment Gateway for its online credit card transactions. eWay processes online credit card transactions for 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 Roster Elf Pty Ltd or any outside party.

- All transactions are performed under 256 Bit SSL Certificate.

For more information about eWay and online credit card payments, please visit <https://www.eway.com.au/>

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### **Delivery Policy**

After purchasing credits online, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address). We will normally confirm receipt of your purchase within a few minutes of ordering. Your credits will be available on your account within minutes.

If you wish to query any order, please contact us at [help@rosterelf.com](mailto:help@rosterelf.com).

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### **Refund & Returns Policy**

If for any reason you are not completely satisfied with your purchase, we will give you a 15-day money-back guarantee from the time of your purchase. Please email us at [help@rosterelf.com](mailto:help@rosterelf.com) within that time if you are not satisfied with your purchase so that we can resolve any problems.

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### **Terms and Conditions of Service**

Please also refer to Roster Elf Pty Ltd's Terms of Service for Roster Elf's full conditions and further information, available here: <https://app.rosterelf.com/pdf/roster-elf-terms-of-service.pdf>.