



Wanneroo Business Association (A1007908R) Terms and Conditions

Definitions

Member or you – the business entity holding membership with Wanneroo Business Association

Representative – the person representing a member or non-member business entity

Order – a purchase of membership or event tickets of monetary and non-monetary value

Terms and Conditions

The following terms and conditions apply to all Wanneroo Business Association membership and products and services, including events, and are accepted by the representative at time of purchase or booking. These terms and conditions only cover Wanneroo Business Association's products and services and not to any third party products or services.

Collection and Retention of Information

In conducting normal business, Wanneroo Business Association will collect and store information in relation to the provision of membership and event products and/or services and to deliver a high level of customer service. Wanneroo Business Association recognises and respects privacy when dealing with personal information and will only do so in a manner that protects the privacy of individuals and businesses in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

Contact details will only be used for the purposes for which they have been disclosed to us, including promotion on the Wanneroo Business Association website and for communication purposes between members. All members may opt out of allowing other members to contact them by providing such request in writing to Wanneroo Business Association. Members acknowledge and agree that they may be contacted by other members, including by email, should they not opt out.

Wanneroo Business Association reserves the right to communicate with any customer that has placed an order, whether member of Wanneroo Business Association or not. This includes for promotional purposes and may be via email or telephone. If at any time a customer wishes not to receive such correspondence, they can request to be removed via the unsubscribe option on all emails. A request for your contact details to be permanently removed from the Wanneroo Business Association database should be put in writing to Wanneroo Business Association and will be dealt with promptly.

All information collected by Wanneroo Business Association is collected via correspondence between the member representative whether via telephone, email, mail, face-to-face or online. Correspondence may be recorded in order to provide service references, and to assist in staff development.

If personally identifiable information changes, a member representative can request an update to its details by informing Wanneroo Business Association in writing.

Security of Information

The security of personal information is important to Wanneroo Business Association. All sensitive information, including credit card numbers, entered on our website is encrypted using secure socket layer technology (SSL).

Credit card details for payments to us are submitted directly to Stripe, a 3rd party payment processing platform used for online credit card transactions, and all payment information is simply passed on in order to be processed as required. Stripe has been audited by a PCI-certified auditor and is certified to PCI Service Provider Level 1. This is the most stringent level of certification available in the payments industry. Wanneroo Business Association never permanently stores complete Credit Card details and your complete credit card number cannot be viewed by Wanneroo Business Association or any party outside of Stripe.

Notwithstanding the above, Wanneroo Business Association will not be liable for any loss or breach of security in any way related to credit card or other information stored by us.

Delivery Policy

Wanneroo Business Association will confirm all orders received via email.

All information provided by the representative must be correct when submitted, and all online applications and orders must be checked by the representative for errors before submission. Errors, including spelling mistakes, in details submitted by representatives may incur additional fees including if an additional cost is incurred by Wanneroo Business Association to correct them.

Refund & Returns Policy

If for any reason you are not completely satisfied with your order please contact Wanneroo Business Association, in writing immediately, so staff can address the matter.

Refund requests are at the sole discretion of Wanneroo Business Association and will generally only be actioned if we have failed in all aspects of customer product and/or service delivery.

Wanneroo Business Association will offer refunds for event tickets if request is received in writing no later than five working days before the event date. No refunds or credits will be provided for non-attendance.

Wanneroo Business Association offers a seven-day cooling off period, from the point of renewal, for all annual membership renewals. After this period, Wanneroo Business Association may refund any annual membership fees paid on a pro rata basis, together with deduction of the required 1 calendar month notice period and an additional \$20 administration charge to cover transaction processing fees.

All refunds will be processed via the method originally paid, and to the original card/bank account. Refunds may take 5-10 working days to appear on the customer's statement due to Stripe and bank processing times.

Membership Transfers, Overdue Accounts and Cancellations

All Wanneroo Business Association memberships belong to the business entity and not the member representative and membership is not transferable from business entity to a different business entity. Updates to business details, including rebrands and new business ventures, must be sent in writing to Wanneroo Business Association with a request to update the membership account.

All Wanneroo Business Association membership fees must be paid via auto payment through Stripe, or any replacement provider, in relation to the annual or monthly subscription, following an email reminder notification seven days before payment is charged. Failed subscription attempts will be

automatically retried by the payment system. Wanneroo Business Association may terminate membership for accounts that remain unpaid for 60 days or more.

All Wanneroo Business Association membership cancellation requests require a 1 calendar month notice period and must be submitted in writing to Wanneroo Business Association. Any member who resigns from the Association remains liable to pay to the Association any outstanding fees which may be recovered as a debt due to the Association by the member.

Wanneroo Business Association reserves the right to cancel membership of any member at any time for any reason including, without limitation, serious charges being brought against a member or any conduct by a member that could bring the Association into disrepute. Decisions by the Association Board on membership are final. Membership is a privilege.

Third Parties

Wanneroo Business Association may at its discretion use third parties to provide essential services and for some business processes. These third parties are prohibited from using your personally identifiable information for any non-Association purpose. Wanneroo Business Association does not share any information with third parties for any unknown or unrelated uses.

Wanneroo Business Association uses third-party advertising technology to serve online ads. In the course of our advertising, unique third-party cookies may be placed on computer systems and accessed by web browsers used by the website visitor. A customer may restrict the use of cookies through web browser settings.

Legal

Wanneroo Business Association reserves the right to disclose personally identifiable information as required by law, to its professional advisors and when disclosure is necessary to protect Wanneroo Business Association's rights and/or comply with a judicial proceeding, court order or legal process.

Changes to Terms and Conditions

Wanneroo Business Association reserves the right to modify these terms and conditions at any time, so you must review it frequently. If material changes are made, Wanneroo Business Association will notify all customers and member representatives and the statement will be updated and displayed on the Wanneroo Business Association website news page.