

Privacy Policy

as at 3 June, 2020

This privacy policy sets out how Adult Literacy & Numeracy Services (ALNS) uses, stores and protects personal information. By accessing or using any part of it, you agree to comply with and be bound by this policy. Together with our terms and conditions of use and purchase, this policy governs Fran Davidson's (trading as Adult Literacy & Numeracy Services) relationship with you in connection with this website. Please read it carefully. **If you do not completely agree to any part of this privacy policy, please do not continue visiting or using this website.**

Adult Literacy & Numeracy Services is committed to protecting your privacy and the data you provide when you use this website. This policy also applies to all correspondence we engage in with you regarding <https://www.alns.com.au>, ALNS's services and/or its presentations. Any information by which you can be identified will only be used in accordance with this policy.

The terms 'Adult Literacy & Numeracy Services', 'ALNS', 'Fran Davidson', 'I', 'us', 'my', 'our' or 'we' refers to Fran Davidson trading as Adult Literacy & Numeracy Services (ABN 74468812406, New South Wales). The term 'you' or 'your' refers to this website's users, browsers, visitors, vendors, customers, service providers, merchants and contributors of content. The terms 'the website', 'our website', 'this website', 'this site', 'the site', 'the service', 'this service', 'our service' refer to <https://www.alns.com.au> and its contents.

Customer feedback together with legal, regulatory and commercial changes will see this policy changing over time. When this occurs, a notice will be published on the website and issued to account holders. We encourage you to occasionally visit this page to keep abreast of changes. This policy supersedes the 17 December 2018 version. If it is considered an offer, acceptance is expressly limited to it.

Inquiries regarding this policy and/or your personal data should be forwarded in writing to:

Adult Literacy & Numeracy Services
2/59 Ramsay Street
Haberfield NSW 2045
AUSTRALIA
m: +61 413 525 114
w: <https://www.alns.com.au>
e: info@alns.com.au

Why Adult Literacy & Numeracy Services collects your personal information

Adult Literacy & Numeracy Services collects your personal information when you visit the website, make an inquiry or order a ALNS product or service. Your data isn't shared with anyone unless that's required for legal, regulatory, tax or product development purposes. We may also share your personal data if disclosure is necessary to protect our privacy, commercial or legal rights; those of other visitors; or the public at large.

Storing your personal information lets us service your inquiries as efficiently as possible and provide you ongoing access to your purchase history and any products or services you've bought. Your data will not be shared with any third party unless it is required as outlined above. You can refuse to provide your personal information but doing so might affect what you can buy and access, and how we can help you. To learn more about your rights as a data subject, please scroll down.

What we collect from you

Adult Literacy & Numeracy Services keeps a copy of all correspondence relating to its website, products, services, purchases and general matters. This includes the writer's and recipients' names, all email address(es) and the messages sent. At all times, this data will be treated in accordance with this policy.

ALNS collects the following data about any individual or organisation ordering its products or services:

- the name of the individual and/or organisation;
- the purchaser's address and geographic location;
- the email address(es) and contact numbers of any individual and/or organisation purchasing or enquiring about a purchase;
- the purchaser's tax file/registration number where it is required by law in Australia and/or the country of purchase;
- the details of all purchases including the product or service names, prices paid, quantity bought, applicable tax rates, tax paid and date of each order (in addition to the other data listed here);
- all invoices, transaction and account correspondence, including refund and adjustment notices;
- the user names and passwords created for all online customer accounts;
- all logins into online customer accounts.

The above information enables us to service and support your needs as efficiently as possible.

The above data is also held on orders that are only partially completed (i.e. not fulfilled). This information enables us to monitor site use and respond to inquiries over time.

Adult Literacy & Numeracy Services will collect and/or authorise the collection of more extensive information at any time an unauthorised attempt to interfere with and/or compromise the security of this website and/or its data files is made. This will be done in accordance with Australian and international legislation.

ALNS only transacts with individuals aged below 16 years if their legal guardian has consented.

How Adult Literacy & Numeracy Services uses cookies

A cookie is a small file which asks permission to be placed upon your device's hard drive. Once you agree, the cookie is added to identify the pages you visit and how you interact with them. Through this, we are able to analyse data about visitor traffic and customer needs; safeguard this website; and customise our responses and offers. Once it is analysed, this data is removed from our system. All statistics gathered in this fashion are the property of Adult Literacy & Numeracy Services.

In gathering and remembering data about your usage and preferences, cookies help us tailor our responses to you. Cookies do not give us access to your device or any other information about you (i.e. other than what you choose to share). Most web browsers automatically accept cookies but you can usually decline them, at any time, by modifying your browser settings. Please note that doing the latter may impede your ability to access certain aspects of our service.

How Adult Literacy & Numeracy Services uses plug-ins and extensions

"In computing, a plug-in [or extension] is a software component that adds a specific feature to an existing computer program. When a program supports plug-ins [or extensions], it enables customization."

[https://en.wikipedia.org/wiki/Plug-in_\(computing\)](https://en.wikipedia.org/wiki/Plug-in_(computing)) viewed 19 November, 2019.

To deliver its information, products and services, Adult Literacy & Numeracy Services' website uses plug-ins and extensions. None of these programs gather personally-identifying information about ALNS's customers or website visitors. Adult Literacy & Numeracy Services will endeavour, at all times, to only use plug-ins and extensions which meet this criterion.

Your use of this website and/or acceptance of ALNS's privacy policy and terms and conditions of website use and purchase at the checkout will be taken as consent to the plug-ins and extensions we use collecting data in this fashion. To read our terms and conditions of website use and purchase, click [here](#).

What we collect from third parties

PayPal

PayPal is the platform we use so that you can buy our products or services. We do not have access to the financial data you provide PayPal (i.e. financial institution, account details, payment method). PayPal uses and stores your information to fulfil its legal, regulatory and business requirements. At the time of writing, it uses technical, physical and administrative measures to secure your data and does not share your personal information with third parties unless it has your consent. To read how PayPal collects, uses, stores and maintains your data, click [here](#).

Your credit card provider may perform a security check when you submit an order via this website to verify your identity. Adult Literacy & Numeracy Services does not receive any information gathered in this process.

Once you elect to complete your purchase of an ALNS product or service on this website, you are taken (via hyperlink) to the PayPal website over which we have no control. We cannot be responsible for the protection and privacy of any information which you provide to or on other sites. No other parties, including PayPal, are governed by this privacy statement. Before you share your personal data with any party, please ensure you are satisfied with its privacy policy.

Adult Literacy & Numeracy Services uses third parties to help it operate and develop this website. Many of these third parties share and process your personal information in the United States. Service providers (such as MonsterInsights) receive non-personally identifiable data which map how you interact with this site. We have no control over these third parties and can bear no responsibility for how they treat your data. We only link to sites that have a privacy policy. Before providing your personal information to any website, please ensure that you're satisfied with their privacy policy and terms and conditions of website use and purchase.

Hyperlinks to other websites

Our website contains links to other websites, none of which obtain personally-identifiable information about you from <https://www.alns.com.au>. We only link to sites whose privacy policies state this.

Adult Literacy & Numeracy Services also provides links to social media. Once you use a link to leave <https://www.alns.com.au>, we have no control over what occurs. We cannot be responsible for the protection and privacy of any information you provide to other sites nor do we share your data with them. No other website is governed by this privacy statement so please exercise caution in sharing your information. Before provide your personal data to any website, make sure you are satisfied with its terms and conditions of use and purchase, and privacy statement.

What we do with your personal information

We use and store your personal data to:

- service your pre-purchasing, purchasing, post-purchase and general inquiries;
- meet our record-keeping obligations as required by law;
- improve our products and services where appropriate; and/or
- audit, enhance or customise this website's design or content.

Adult Literacy & Numeracy Services does not share or transfer personally identifying data to third countries unless this is required by law.

Outside of the above, your data will never be shared, sold or leased to third parties for any other purpose without your consent. If ever ALNS or all of its assets is acquired or required by law to be transferred to another party, all user information as outlined herein could be included. In such an event, any acquirer of ALNS or its data files could use your personal data as outlined in this policy.

Disclaimer: The transmission of data over the internet will never be totally secure. There is always a risk that the comments and/or data you provide online will be intercepted, collected, displayed and/or compromised. Adult Literacy & Numeracy Services takes every reasonable measure to protect your privacy. Given the nature of the online environment however, you agree that you provide your personal information at your own risk.

Duration of Storage

Your personal information will be held for as long as required by Australian and international law. At the time of writing, this can be anywhere between five (5) and ten (10) years.

Information pertaining to all purchases made will be held for as long as a customer's online account remains active. This will enable Adult Literacy & Numeracy Services to service account inquiries and provide ongoing access to the products or services you and/or your organisation have bought. You can cancel your online account by logging in to the user panel on this website or by emailing a request to info@alns.com.au in writing. All correspondence relating to an account will require verification of the writer's identity.

Security

Adult Literacy & Numeracy Services is committed to ensuring that your information is held securely. All aspects of this website are developed, maintained, backed up and stored using established design and trading gateways. These systems only track non-sensitive data regarding the design of ALNS's store. They do not collect or use ALNS's clients' personal or financial information.

Through the above mechanisms, Adult Literacy & Numeracy Services believes it has established physical, electronic and managerial procedures which safeguard the information it collects online.

Your rights as a data subject

When you first land at <https://www.alns.com.au>, a message appears to advise you that your continuing use of the website will be taken to mean that you accept Adult Literacy & Numeracy Services' privacy policy and [terms and conditions of website use and purchase](#). Click on the name to read the latter document.

Before you can complete an online purchase of an ALNS product or service, you are also asked to consent to this policy and the collection of your personal data as outlined.

We will not sell, distribute or lease your personal information to third parties or countries unless we have your permission or are required to do so by law. We may use your personal information to send you promotional information about third parties which we believe will interest you.

You may choose to restrict our collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, use the check-box to indicate whether you want your data to be used for direct marketing purposes;
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us at info@alns.com.au;
- at any time, you can email us to change your preferences regarding our use or storage of your personal data. Wherever we can, we will work to cater to your request.

You can request details of the personal information we hold about you under the NSW Privacy and Personal Information Protection Act 1998, and the Australian Privacy Act 1988. You can also ask for a copy of this data or for its release to a third party. Such requests will require verification of all parties' identities. Please email your request to info@alns.com.au. To cover costs, a small fee may be payable.

If you believe that any information we hold about you, your correspondence and/or a purchase is incorrect or incomplete, or have any concerns about the privacy of your data. You also have the right to lodge a complaint with the data protection authority in the region you work or reside in, or where the issue has arisen. We do ask that you first contact us directly via the email address above to see if we can resolve the matter. We will respond as efficiently as possible.

Terms and Conditions of Website Use and Purchase

Terms and conditions apply to all parties who visit; make use of our Shop, Cart, Checkout or My Account pages; and/or purchase from <https://www.alns.com.au>. To familiarise yourself with them, click [here](#).