

Terms / Privacy / Refund Policy

Careforce Lifekeys (Lifekeys) and our related entities take the protection of your information seriously, and recognise your right to keep your personal details private. This Privacy Policy outlines the entities use of personally identifiable information that we collect, hold or use.

1. Your Personal Information

Lifekeys will collect general information about you, such as your name, address, contact details so Lifekeys may contact you, verify a sale of merchandise, and provide information where necessary to complete your purchase and, if applicable, provide information to a third party carrier for the delivery or fulfillment of your merchandise or service. We may also collect this and other types of personal information during the course of dealing with you, for example when you wish to obtain goods or services from Lifekeys, when you register for conferences or events, or when you participate in Church or Lifekeys' activities or complete other forms. The information collected may include some sensitive information (as defined by the Privacy Act), such as health information or information about your beliefs, relevant to the services or assistance you have requested from the Lifekeys.

Where practicable, the purpose for which we collect personal information will be made clear at the time of collection.

We do not view or save, or store your credit card details when you purchase merchandise online. Your credit card details are passed in real-time via Secure Socket Layer (SSL) directly to our banking merchant for processing. Email is not strictly a secure medium and we strongly advise that you never communicate your credit card details via email with this or any other party, office or entity.

2. How we use your information

Lifekeys will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law. Generally we will only use and disclose your personal information as follows:

- (a) to establish and maintain your involvement with Careforce Lifekeys, including providing you with newsletters;
- (b) to provide the products or services you have requested from Lifekeys;
- (c) to answer your inquiry;
- (d) to register you for events, conferences or promotions;
- (e) to assist us to make Lifekeys' sites, services and products more valuable to our community;
- (f) for direct promotion of products or services and to keep you informed of new developments we believe may be of interest to you. If we contact you in this way without obtaining your prior consent, we will provide you with the opportunity to decline any further promotional communications;
- (g) to third parties where we have retained those third parties to assist us to operate Lifekeys and provide the products or services you have requested, such as religious education instructors, catering and event coordinators, promotions companies, transport providers, health care providers, website hosts and IT consultants, and our professional advisers such as consultants, lawyers and accountants. In some circumstances we may need to disclose sensitive information about you to third parties as part of the services you have requested; and

(h) to different parts of Lifekeys to enable the development and promotion of other products and services and to improve our general ability to assist Church attendees and the wider community.

3. Security

Lifekeys will take reasonable steps to keep secure any personal information which we hold and to keep this information accurate and up to date. Whilst we endeavor to employ a range of security measures, the internet is not a secure method of transmitting information. Accordingly, Lifekeys cannot accept responsibility for the security of information you send to or receive from us over the Internet or for any unauthorised access or use of that information.

4. Changes to this Privacy Policy

Lifekeys may amend this Privacy Policy from time to time and will be available for review on this page.

5. Refund Policy

Merchandise remains the property of Careforce Lifekeys until paid in full.

Faulty merchandise will be exchanged.

Account credit will be given for merchandise returned within 30 days providing they are unmarked and in original saleable condition. We do not credit the cost of freight, and returns are subject to a 5% restocking fee.