

Jiale
Zhongwen



**Better Chinese
Australia & NZ**

Jiale Zhongwen

ACN 167 311 275

ABN 78 167 311 275

**(also trading as Better Chinese Australia and New Zealand/
Chinese for Families)**

Internet Merchant Policies and Procedures

Jiale Zhongwen Privacy Policy

Introduction

Jiale Zhongwen regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Jiale Zhongwen users, and conforms to Internet privacy standards. If you have questions or concerns regarding this statement, you should first contact Belinda Dello-Iacovo at 0402 410 669.

Collection of Information

In order to use the Jiale Zhongwen website, we may require information from you in order to provide the best service possible. All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including email. Any information collected by Jiale Zhongwen is collected via correspondence from you or your company. This may be via the telephone, email, mail or directly through our website.

Use of Collection Information

Any details collected from Jiale Zhongwen customers are required 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.

Storage of Collected Information

The security of your personal information is important to us. Jiale Zhongwen uses the eWAY Payment Gateway to process your payments. When you enter sensitive information (such as credit card numbers) on our website, that information is encrypted using secure socket layer technology (SSL). When credit card details are collected, they are simply passed on in order to be processed as required. We never permanently store complete Credit Card details. Jiale Zhongwen does not have access to your credit card number.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. If you have any questions about security on our Website, you can email us at enquiries@jialezhongwen.com.au.

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 enquiries@jialezhongwen.com.au.

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

Jiale Zhongwen 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 enquiries@jialezhongwen.com.au.

Third Parties

Jiale Zhongwen may at its discretion 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. Jiale Zhongwen does not share any information with third parties for any unknown or unrelated uses.

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 Jiale Zhongwen site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of Jiale Zhongwen.

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.

Jiale Zhongwen Security Policy

Jiale Zhongwen uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australian 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 Jiale Zhongwen or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY is an authorised third party processor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by Jiale Zhongwen.

For more information about eWAY and online credit card payments, please visit www.eWAY.com.au

Delivery Policy

Hard copy materials

After ordering 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 order within a few minutes of ordering. Jiale Zhongwen will attempt to send your goods via Australia Post within five to ten working days; however if goods are unavailable delivery will take a little longer. You will be contacted and notified (if you have provided your email address and/or phone contact details) if this is the case.

If you wish to query a delivery please contact us at enquiries@jialezhongwen.com.au.

Digital Subscriptions

After ordering 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 order within a few minutes of ordering. Activation is not automatic on receipt of payment.

Individual subscriptions: Jiale Zhongwen will attempt to send your access code via email within two to four working days. Individual subscriptions for My First Chinese Words, My First Chinese Reader, Discovering Chinese (original version) and Magical Tour of China are bought in 6 month units and expire six months after the date of activation. Discovering Chinese Pro individual subscriptions expire twelve months after the date of activation.

School group subscriptions : Access codes are provided to the class teacher to pass on to the students. Jiale Zhongwen will supply schools with the names of all students who have paid. School group subscriptions for all series follow the academic year and expire on the 31st of December, regardless of the time of activation.

If you wish to query a digital subscription please contact us at enquiries@jialezhongwen.com.au.

Chinese for Families Class Fees

After ordering 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 order within a few minutes of ordering. No more action is required on your part and we at look forward to seeing you and your child at our Chinese for Families classes. If you have any queries please contact us at enquiries@chineseorfamilies.com.au.

Shanghai Trip

The Shanghai trip was an optional extra activity co-ordinated for interested families attending our Chinese for Families classes in 2014. It may be organised again in the future if there is sufficient interest. Participation is restricted to Chinese for Families present and former students, although other families meeting set criteria may be accepted at the discretion of Jiale Zhongwen. All arrangements will be made directly between Jiale Zhongwen and the families involved, not via the eWay gateway. Participants are responsible for their flights, insurance and the care of their children.

Refund & Returns Policy

Hard copy materials

If the hard copy materials are not in satisfactory condition or incomplete, they can be exchanged or the missing item sent to you within fourteen days from the time you receive the goods. Please email us at enquiries@jialezhongwen.com.au within that time if you are not satisfied with your purchase so that we can resolve any problems.

This refund policy does not apply to goods which have been worn or used, damaged after delivery, or if any attempt has been made to alter the product or if they have been dropped or broken. All products must be returned in their original condition. All postage and insurance costs are to be paid by the buyer. We recommend that you return the product via Registered post and that you pre pay all postage. You assume any risk of lost, theft or damaged goods during transit & therefore advise you take out shipment registration of insurance with your postal carrier. Jiale Zhongwen will not be responsible or parcels lost or damaged in transit if you choose not to insure.

Digital Subscriptions

Digital subscriptions may be cancelled and refunded prior to activation. No refunds can be given cannot after activation.

Classes

Class fees can be refunded any time prior to the commencement of the first class. If any unforeseen circumstances arise in the first week or you think the classes may not be appropriate, please discuss

with us by contacting Belinda at 0402 410 669 or emailing enquiries@chineseorfamilies.com.au.
Refunds are not given after the first week of classes has been held.

If you have any enquiries regarding this document and the payment services offered by eWAY
please visit the eWAY website at www.eway.com.au