



Paysis – General Term of Use

1. Application of Code

1.1 Werkflo Software Solutions Pty Limited (**Werkflo**) is committed to high standards of corporate governance. This General Terms of Use (**Code**) outlines those standards that govern the activities for Paysis. Paysis is a software interface provider for credit card and BPAY activities. Paysis is found at www.paysis.werkflo.com.au

1.2 This Code applies to persons signing up, using or terminating use of Paysis.

2. Privacy Code

2.1 Werkflo regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Paysis users and conforms to internet privacy standards. If you have questions or concerns regarding this statement, you should first contact us at (02) 9994 8062.

2.2 Introduction

Werkflo regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Paysis customers and conforms with our privacy standards. If you have questions or concerns regarding this statement, please see our Privacy Policy.

2.3 Collection Information

In order to use the Werkflo Group website, we may require information from you, so we can provide the best service possible. All correspondence may also be collected and stored, particularly regarding sales, support and accounts, including Email. Any information collected by Werkflo is collected via correspondence from you or your agent. This may be via the telephone, email, mail or directly through our website.

2.4 Use of Collection Information

Any details collected from Paysis customers (if any) is required to provide you with our products and/or services, and a high level of customer service. All correspondence is recorded to provide service references, and to assist in our staff development.

2.5 Storage of Collected Information

The security of your personal information is important to us. We note that for sensitive information (such as credit card numbers) we do not collect this information. When credit card details are collected, this information is passed onto an external licensed provider to be processed as required. We never have access or permanently store any 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. If you have any questions about security on our website, you can email us at enquiries@werkflo.com.au



2.6 **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@werkflo.com.au

2.7 **Storage of Collected Information 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 your name, email, and postal address) and financial information (such as credit card number and its expiration date) to our gateway providers. 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.

2.8 **Communications**

Werkflo 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@werkflo.com.au. You will be notified when your personal information is collected by any third party that is not one of our agents or service providers, so you can make an informed choice as to whether or not to share your information with that party.

2.9 **Third Parties**

Werkflo, 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. Werkflo does not share any information with third parties for any unknown or unrelated uses.

2.10 **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 us.

2.11 **Links**

Links on the Werkflo website to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain and information regarding Paysis at www.paysis.werkflo.com.au

2.12 **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 Werkflo homepage.



3. Delivery and Security Terms

3.1 Security Policy

Werkflo uses external gateway providers for its online credit card and BPAY transactions. These providers have processes in place for online credit card transactions and BPAY transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments and processing bills via the Internet. All online credit card transactions and BPAY transactions performed on this website site using their gateways are secured payments. We provide a message notification with payments being fully automated with an immediate response from each provider.

3.2 Credit Details

Your complete credit card number cannot be viewed by Werkflo or any related company or any outside party. All transactions through our gateway provider are:

- performed under 128 Bit SSL Certificate.
- all data is encrypted for storage within their bank-grade data centre, further protecting your credit card data.

The gateway providers are an authorised third-party processor for all the major Australian banks.

3.3 Physical Goods

We confirm that Werkflo's agents or contractors including gateway providers at no time will touch your funds or any monies that are directly transferred from your credit card to the merchant account held in the name of Werkflo. After ordering online, you will receive an email confirmation from our gateway provider containing your order details (if you have provided your email address). You will generally get a confirmation receipt of your order within a few minutes of ordering. Werkflo or our providers do not get involved in the delivery of your goods from a third-party supplier.

3.4 Digital Delivery

After ordering online, you will receive an email confirmation containing your order details (if you have provided your email address). Werkflo receipts your order, via a gateway provider. We will send you a software token number code via email within 2 working days and confirmation if the transaction was successful or rejected. If you wish to query a delivery, please contact us at.

3.5 Refund Policy

BPAY

We confirm that there is no availability of a refund using BPAY once you place your transaction. Please take care in placing your transaction.

Card transaction

Where there is an error in a transaction, or wrong goods are sent to you, or a supplier agrees to a refund, payments received from a credit card can be refunded back to the original card or bank account. Please allow up to 14 days and afterwards email us at enquiries@werkflo.com.au 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. In all cases, any products you purchase will have to comply with the product provider's terms for a refund and 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. Werkflo, its gateway providers, any parties related companies or or any directors, officers, employees, contractors and agents are not responsible for goods lost or damaged in transit if you choose not to insure your goods for their return or the goods are lost in transit or damaged in transit.

4. Compliance with this Code

- 4.1 The Managing Director in conjunction with the Board has responsibility for monitoring and ensuring compliance with this Code, including the conduct of regular reviews of operations and general compliance.

5. Questions

- 5.1 For questions about the operation of this Code, please contact the Managing Director on (02) 9994-8062.