



# ***SECURITY AND PRIVACY***

## **Security Policy**

We want to ensure that all of our customers can shop with complete confidence online. We have taken every possible measure to give absolute security to our customers in their dealings with us.

- **we have created a secure transaction environment for commerce on the Internet.** Our e-commerce system uses Secure Sockets Layer technology (SSL) to ensure your shopping experience is safe, sound and secure at all times
- **SSL locks all information passed from you to [www.lombard.com.au](http://www.lombard.com.au) in an encrypted envelope.** This makes it almost impossible to be intercepted by an unauthorised party, as long as your browser and local network support the use of encrypted data transmissions
- **SSL is the system that is used by all reputable e-commerce sites.** The industry standard for encryption technology, SSL is compatible with Netscape, Internet Explorer, AOL, Web TV and most other browsers

You will know when transmitted data is safe by the appearance of a security notice when you enter a secure page. Also, a secure icon will appear on your browser. For Netscape, this is a key icon; for Microsoft Internet Explorer, a lock icon. Secure web pages can also be identified by their URL: they begin with 'https://', while standard pages begin with 'http://'.

In the event of unauthorised use of your credit card, you must notify your credit card provider in accordance with its reporting rules and procedures. Under the conditions of your credit card, your bank cannot hold you liable for more than \$50.00 of a fraudulent transaction.

## **Privacy**

Our Privacy Pledge is that information given to us will only be used to enhance your shopping experience, resulting in a more personalised service for you. We are fully committed to protecting your privacy.

Any personal information that you submit will be used simply to process your orders and is protected by our secure server. You can also choose to receive information via our Newsletter, notifying you of important changes to our site or offering you special promotions.

We are not involved in the selling, trading or alternative unauthorised use of personal information. We will not pass on your personal details to any other organisations

From time to time, we may provide statistical information about sales, trading patterns and navigation techniques to reputable third parties. This will simply comprise data collected about you and other users to form aggregate results. It will not include any direct personal information that identifies you as our customer.

Any changes to our information collection policies will be posted on this page. By using the [www.lombard.com.au](http://www.lombard.com.au) site, you are consenting to the collection of information by Lombard The Paper People.

There is nobody more important to us than you and we will provide you with absolute shopping privacy. If you are uncomfortable purchasing online you can contact our customer service team on [lombard@lombard.com.au](mailto:lombard@lombard.com.au).