

Online Policies & Procedures

Pizza Place Calliope Privacy Policy (ABN 76532773924)

Introduction

Pizza Place Calliope regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Pizza Place Calliope users, and conforms to Internet privacy standards. If you have questions or concerns regarding this statement, you should first contact us at 0749756388

Collection of Information

In order to use the Pizza Place Calliope iOrder site, we may require information from you in order to complete your online order. All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including Email.

Any information collected by Pizza Place Calliope is collected during the ordering process, including while processing online, telephone and counter orders.

Use of Collection Information

Any details collected from Pizza Place Calliope customers is required in order to provide you with our products and/or services. All orders receive an online order references number, which allow the order to be recalled and/or verified to ensure the order can be prepared for you at our store and made ready for pickup by you, or delivery to your premise.

Storage of Collected Information

The security of your personal information is important to us. When you enter sensitive information on our website, we encrypt that information using secure socket layer technology (SSL). When your Credit Card details are entered, they are sent to the payment gateway vendor in order to be processed as required. We never permanently store your complete 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 pizzaplace@hotmail.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 pizzaplace@hotmail.com.au.

Orders

If you place an order with us, we may request certain personally identifiable information from you. You may be required to provide contact information (such as name, Email, phone and postal address). 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.

If you choose the "Pay Online" option, your financial information (such as credit card number, expiration date, etc) will be required by the payment gateway vendor to process your online payment. The privacy policies of our payment gateway vendors can be found on their websites:

- [eWAY Privacy Policy](#)
- [Privacy Policy for PayPal Services](#)

Online Policies & Procedures

Communications

Pizza Place Calliope 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 pizzaplace@hotmail.com.au.

You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

Third Parties

Pizza Place Calliope 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.

Pizza Place Calliope 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 Pizza Place Calliope iOrder site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the Pizza Place Calliope iOrder site.

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.

Online Policies & Procedures

Pizza Place Calliope Security Policy

Pizza place Calliope uses eWAY & PayPal Payment Gateways for online payments.

eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet. All eWAY 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 Pizza Place Calliope 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 Pizza Place Calliope

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

PayPal Holdings, Inc. is an American company operating a worldwide online payments system that supports online money transfers and serves as an electronic alternative to traditional paper methods like checks and money orders. When you check out with PayPal, PayPal pays the seller, and draws the funds from your account, so your financial details stay encrypted and protected. PayPal keeps your financial information securely encrypted so you can pay online with confidence.

Delivery Policy

Online Orders

After ordering online, you will receive an email confirmation containing your order details (if you have provided your email address). If you chose the delivery option, your order will be delivered to the address you provided when placing your order. We will attempt to delivery your order within a reasonable amount of time; however if there is a delay, we will contact you via the phone number you provided when placing your order.

If you wish to query a delivery, we can be contacted via phone 0749756388.

Refund & Returns Policy

If for any reason you are not completely satisfied with your purchase. Please contact us on 0749756388 so that we can resolve any problems.