

Brisbane Roar Football Club Propriety Limited

Customer Service

All customer service enquiries should be sent to:

Brisbane Roar Football Club Propriety Limited | email: support@streamlinedevents.com.au

Internet Merchant Policies and Procedures

Description of services provided:

Brisbane Roar Football Club Propriety Limited is a sports entertainment and promotional company focused on delivering efficiently run small to large size sporting events in Australia and New Zealand. In addition to offering a streamlined online signup process for events you would like to take part in, we may also offer event and related merchandise for sale on our website.

Privacy Policy

Introduction

Brisbane Roar Football Club Propriety Limited regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Brisbane Roar Football Club Propriety Limited users, and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, you should first contact our Customer Support team at customerservice@brisbaneroar.com.au.

Collection of Information

In order to use the Brisbane Roar Football Club Propriety Limited 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 Brisbane Roar Football Club Propriety Limited is collected via correspondence from you or your company. This may be via the telephone, Email, mail, fax or directly through our website.

Use of Collection Information

Any details collected from Brisbane Roar Football Club Propriety Limited customers is 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. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When Credit Card details are collected, we simply pass them on in order to be processed as required. We never permanently store 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 customerservice@brisbaneroar.com.au.

Access to Collected Information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, or update it by logging into to your account on our website.

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, card expiry 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

Brisbane Roar Football Club Propriety Limited 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 customerservice@brisbaneroar.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

Brisbane Roar Football Club Propriety Limited 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. Brisbane Roar Football Club Propriety Limited 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 Brisbane Roar Football Club Propriety Limited 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 the Brisbane Roar Football Club Propriety Limited website at www.roaractive.com.au.

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.

Brisbane Roar Football Club Propriety Limited Data Security Policy

All payments are fully automated with an immediate response.

Your complete credit card number cannot be viewed by Brisbane Roar Football Club Propriety Limited or any outside party.

All transactions are performed under 128 Bit SSL Certificate.

Delivery Policy

Brisbane Roar Football Club Propriety Limited will confirm your entry by electronic mail and event information packs will be sent out to all registered entrants in the fortnight preceding the event. All entries will need to be received before the close off date for each event – this date will be clearly marked for each event. Any merchandise purchased along with your entry will be sent out with your event information pack.

Refund & Returns Policy for Merchandise purchased

Please note that all event entry fees are non-refundable and non-transferable. In the event that you are unable to attend the event you have entered, you may be eligible for an Entry Transfer Number which you will be able to use as a coupon code against any future Brisbane Roar Football Club Propriety Limited events you may wish to enter.

If for any reason you are not satisfied with the purchase of any merchandise purchased from our website we will give you a 30 day money-back guarantee from the time you receive the goods. Please email us at returns@streamlinedevents.com.au within that time if you are not satisfied with your purchase so that we can resolve any problems.

Our 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, including all original packaging. All return postage and insurance costs are to be paid by the buyer. We recommend that you return the product via Registered post, Platinum Express Post or Courier. You assume any risk of lost, theft or damaged goods during transit and we therefore advise you take out shipment registration of insurance with your postal carrier. Brisbane Roar Football Club Propriety Limited will not be responsible for parcels lost or damaged in transit if you choose not to insure.