



Your Smile. Our Vision.

SDI Limited

ABN: 27 008 075 581

Privacy & Security Policy

Introduction

SDI Limited regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all SDI Limited customers, all users of SDI Limited web sites, and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, you should first contact us at info@sdi.com.au

Collection of Information

In order to use the SDI Limited website, www.sdi.com.au, we may require information from you to provide the best service possible.

Any correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including email addresses.

Any information collected by SDI 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 SDI Limited customers or web site visitors 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 from our payments page, we simply pass them on to our payment gateway (First Data) in order to be processed as required. We do not 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 info@sdi.com.au

Security of Online Payments

SDI Limited uses the First Data Payment Gateway for its online credit card payment transactions. First Data processes online credit card transactions for thousands of Australian and International merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using the First Data gateway are secured payments and follow the below standards:

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by SDI Limited or any outside party.
- All transactions are performed under a 128 Bit SSL Security Certificate.
- All transaction data is encrypted for storage within First Data's bank-grade data center, further protecting your credit card data.
- First Data is an authorised third party processor for all the major Australian and International banks.
- First Data at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by SDI Limited.

For more information about First Data and online credit card payments, please visit

www.firstdata.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 info@sdi.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). 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

SDI 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 info@sdi.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

SDI 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.

SDI 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.

Links

Links on the www.sdi.com.au 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 sdi.com.au and other related SDI Limited web sites.

Changes to Privacy & Security 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. If we make material changes to this policy, we will notify you by a notice on our website.