

Privacy Statement

Thank you for visiting Chemconsult®. Your privacy is important to us. To better protect your privacy, we provide this notice explaining our policy within this area.

Collection of data

Chemconsult® provides a number of services such as printed and email news, communities, health-related events, voting polls, etc.

For some services, Chemconsult® may require your e-mail address or other personal information such as your name, age, sex, health information, various habits and information for your profile. Providing us with this personal and identifiable information is, of course, optional. However, in some cases it may not be possible for us to provide the service in question without receiving specific information from you.

Disclosure of data

Chemconsult® will use the information received to provide Chemconsult's services and to improve the content and service for their customers. In order to provide the services, your personal data may in some situations be seen by third parties, such as operations and maintenance contractors repairing and maintaining Chemconsult's technical systems.

Chemconsult® may further use the aggregate information to study statistical results and produce summary reports. Such reports may be shared with Chemconsult's partners and advertisers, but the reports will not disclose personally identifiable information.

Except from that stated above, Chemconsult® will not disclose any of your personally identifiable information without your permission except under special circumstances, for instance if Chemconsult® in good faith believes that the law requires disclosure.

Any information collected by Chemconsult® will be treated confidentially.

Please remember that any information you reveal, including personally identifiable information in a public forum such as in a discussion forum or a chat, is not subject to this Privacy Policy and can be seen by third parties unrelated to Chemconsult®. It is therefore important that you carefully consider what information you disclose in these areas.

Correcting/Updating/Storing Personal Information

Chemconsult® stores information only as long as it is necessary. If your personal information changes (such as your address) or you no longer want to use one of our services to which you have subscribed, we will provide a way to correct, update, delete or remove your personal data. This can usually be done by you by e-mailing or mailing our site administrator.

Chemconsult's Security Policy

As a national company when you provide Chemconsult® with personal information, that information may be sent electronically to servers inside of the country where you originally entered the information. In addition, that information may be used, stored and processed outside of the country where you entered the information. Whenever Chemconsult® handles personal information, regardless of where this occurs, Chemconsult® takes every precaution to ensure that your information is treated securely, for instance by encrypting the information with SSL and by storing the information in a secure environment.

Unfortunately, no data transmission over the Internet can be guaranteed to be 100 per cent secure. As a result, while we strive to protect your personal information, Chemconsult® cannot ensure or warrant the security of any information you transmit to Chemconsult®, and you do so at your own risk.

Links

Chemconsult's websites and newsletters may contain links to other sites. Please observe that we are not responsible for the privacy practices of such other sites. We encourage our users to be aware and to read the privacy statements of each and every website collecting personally identifiable information.

Cookies

Chemconsult® may use cookies to personalise and simplify access to our websites. A cookie is a small data file that is downloaded from our website and stored in a text file on your hard drive. The information is made up of a string of letters and numbers which uniquely identifies your computer and any user name or password that you may have already registered on our website. This information is used to authenticate or identify whether you are registered on our website, without requiring you to re-enter details each time you log on to our web site.

Cookies may also be used to "track" or "follow" your movement through our website. This will be used to determine which areas of our website are the most popular so that we can improve user's access to relevant information on our services and make your on-line experience more informative and worthwhile. In particular, Chemconsult® cookies may collect information such as the server your computer is logged onto, the browser type you are using, the time and date of your visit together with the particular pages you are accessing.

If at any time you do not wish to accept cookies or wish to delete existing cookies, you may manually configure your browser to refuse cookies or you may manually delete existing cookies from your hard drive.

If you reject all cookies, you will not be able to use areas of Chemconsult's web site that require you to "sign in," and you may not be able to take full advantage of all offerings. However, many areas within Chemconsult's website do not require that you accept cookies.

Complaints resolution

Chemconsult® is committed to providing consumers with a fair and responsive system for handling and resolving complaints. You have a right to complain and to have your complaint handled efficiently. We believe that in receiving your complaint, we are provided with a valuable opportunity to improve the services we deliver to you and maintain your confidence in Chemconsult® and our services.

If you have a complaint please send an email to info@chemconsult.com.au. We will endeavour to investigate and advise you of the outcome of a complaint within 21 days of receipt of such complaint.

Notification of Changes

If we decide to change our Privacy Policy, we will post those changes on our website so our users may always know what information we collect, how we use it, and under what circumstances, if any, we disclose it. We will use the information in accordance with the Privacy Policy under which the information was collected.

Liability disclaimer

Chemconsult® will use all reasonable endeavours to protect and keep confidential any personal information in its possession in relation to its clients and website visitors. If confidential or personal information is accessed by a third party, whether by negligence or otherwise, to the extent permitted by law, Chemconsult® is not liable for any loss, damage, costs, liability or other form of contribution.

Further information on Privacy may be obtained on privacy issues in Australia by visiting the Australian Federal Privacy Commissioner's web site at www.privacy.gov.au