

Eskandari Bicycle Co - Security Policy (version 2025.1)



Introduction

Eskandari Bicycle Co. Pty Ltd (EBC) has taken reasonable precautions to ensure that your transactions and personal information are safe. Your transactions with EBC are protected by Extended Validation Verisign 128/256 Bit SSL certificates, are currently the highest industry-standard encryption system used across the web.

SSL stands for Secure Sockets Layer. It is a system which exists partly in your Internet browser and partly on our web server computer. It encrypts (or encodes) your signals before sending them to our system using a special algorithm that is unique to EBC. We use the latest 128 or 256bit encryption technology to ensure that your information is sufficiently scrambled as it passes over the Internet.

Verisign Extended Validation (EV) SSL certificates as used by EBC will trigger high security Web browsers to display a green address bar with the name of the organization that owns the SSL Certificate and the name of the Certificate Authority that issued it. The green bar shows site visitors that the transaction is encrypted and the organization has been authenticated according to the most rigorous industry standard.

Data Storage

Any personal information collected by EBC is stored on secure servers in secure facilities. Information stored on our web server computer is protected by firewalls, to prevent your data being accessed from any external computer. A restricted number of authorised EBC staff has access to this system.

Payments

EBC uses a separate credit card transaction gateway provided by the Commonwealth Bank to process your credit card transactions via the EFTPOS banking network. This payment option uses 128-bit SSL encryption and combination of Credit Authorisation Software and a Secure Encryption Device (EFTPOS terminal).

On the credit card transaction system, several screens appear during the payment process. By clicking on the "Pay Now" button you will be directed to the Commonwealth Bank's Internet Payment Service. After entering your credit card details you will be returned automatically to EBC 's website and we will send you an e-mail confirming the transaction.

EBC also accepts payment via PayPal, thus allowing users to make purchases via Visa and Mastercard credit/debit cards or via funds transfer from their PayPal account.

After entering your credit card details or transferring funds you will be returned automatically to EBC's Shop Online website and we will send you an e-mail confirming the transaction.

Please note that when you make a credit card purchase your credit card details are entered directly into the Bank's systems and do not pass through and are not retained on EBC's systems.

EBC may contact you to confirm your order prior to dispatch.

Exclusions

While EBC takes responsibility for the security of your data on our systems, we do not take responsibility for any unauthorised access to your personal information or loss of or corruption of data caused by any computer virus or Trojan horse or via any system from an Internet Service Provider linking your computer system with ours.

If you have any reason to believe that there has been unauthorised use of your personal information, such as your password or credit card details, please notify us immediately.

Questions

If you have any questions about this SecurityPolicy, the practices of this Site, or your dealings with this Site, or if you wish to lodge a complaint, please phone **1300 123 654** or click on the link at <http://tech.EBC.com.au/contact/> and complete the form. We will endeavour to answer your complaint within 7 working days.