**Privacy Policy**

This privacy policy has been compiled to better serve those who are concerned with how their 'Personally Identifiable Information' (PII) is being used online. PII, as described in Australian privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our website.

**What personal information do we collect from the people that visit our website?**

When enquiring or registering on our site, as appropriate, you may be asked to enter your name, email address, mailing address, phone number or other details to help you with your enquiry and experience.

**When do we collect information?**

We collect information from you when you place an order, fill out a form or enter information on our site.

**How do we use your information?**

We may use the information we collect from you when you register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

* To quickly process your transactions.
* To follow up with you after correspondence (email or phone inquiries)

**How do we protect your information?**

Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.  
We use regular Malware Scanning.  
Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user places an order, enters, submits, or accesses their information to maintain the safety of your personal information.

All transactions are processed through a gateway provider and are not stored or processed on our servers.

**Do we use 'cookies'?**

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognise your browser and capture and remember certain information. For instance, we use cookies to to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

We use cookies to:

* Help remember and process the items in the shopping cart.
* Understand and save user's preferences for future visits.
* Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third-party services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since each browser is a little different, look at your browser's Help Menu to learn the correct way to modify your cookies.

If you turn cookies off, some of the features that make your site experience more efficient may not function properly. It won't affect the user's experience that make your site experience more efficient and may not function properly.

**THIRD-PARTY DISCLOSURE**

We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information unless we provide users with advanced notice. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or serving our users, so long as those parties agree to keep this information confidential. We may also release information when it's release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property or safety.   
However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

**Google**

Google's advertising requirements can be summed up by Google's Advertising Principles. They are put in place to provide a positive experience for users.   
We use Google AdSense Advertising on our website.

Google, as a third-party vendor, uses cookies to serve ads on our site. Google's use of the DART cookie enables it to serve ads to our users based on previous visits to our site and other sites on the Internet. Users may opt-out of the use of the DART cookie by visiting the Google Ad and Content Network privacy policy.

We, along with third-party vendors such as Google use first-party cookies (such as the Google Analytics cookies) and third-party cookies (such as the DoubleClick cookie) or other third-party identifiers together to compile data regarding user interactions with ad impressions and other ad service functions as they relate to our website.

**Opting out:**  
Users can set preferences for how Google advertises to you using the Google Ad Settings page. Alternatively, you can opt out by visiting the Network Advertising Initiative Opt Out page or by using the Google Analytics Opt Out Browser add on.

**CHANGES TO PRIVACY POLICY**

You will be notified of any Privacy Policy changes on our Privacy Policy Page.

You can change your personal information:

* By emailing us
* By calling us

**SPAM ACT**

The Spam Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations.  
We collect your email address in order to:

* Send information, respond to inquiries, and/or other requests or questions
* Process orders and to send information and updates pertaining to orders.
* Send you additional information related to your product and/or service

To be in accordance with the Spam Act, we agree to the following:

* Not use false or misleading subjects or email addresses.
* Identify the message as an advertisement in some reasonable way.
* Include the physical address of our business or site headquarters.
* Monitor third-party email marketing services for compliance, if one is used.
* Honour opt-out/unsubscribe requests quickly.
* Allow users to unsubscribe by using the link at the bottom of each email.

If at any time you would like to unsubscribe from receiving future emails, you can email us at admin@totalinstrumentcontrols.com, or follow the instructions at the bottom of each email. Upon unsubscribing, we will promptly remove you from ALL correspondence.