

Terms & Conditions for "Iwan Bookshop Family Club"

By completing the Members Application Form you confirm you have reviewed, understood and agree to these The Iwan Bookshop Family Club Program terms.

We reserve the right to change these terms from time to time, and you agree that each time you use the VIP Club Card you accept the terms as existing at that time. Participation in the IFC Program is open only to individuals Membership to The IFC VIP Club Program entails an annual \$125.00 administration fee and Membership continues for 12 months. This amount for Businesses, Corporate, School would be \$265.00 and for Artists and Author/Illustrators would be \$75.00, for Concessional will be \$55.00, No refunds available.

The IFC VIP Cards are not debit, credit or charge cards, are not transferable and remain the property of The Iwan Bookshop.

The IFC VIP Club Card is a reward card only and benefits can only be applied upon presentation of the IFC VIP Card by the relevant VIP Club Card Member.

VIP Club Card is only valid at relevant businesses and events within Australia and is not valid with any other coupons, vouchers, discounts and offers.

The IFC VIP CLUB BENEFITS provided are:

From time to time The Iwan Bookshop Family Club may send you offer for events, classes, workshops run or sponsored by Iwan Bookshop.

From time to time The Iwan Bookshop may send you offer from partners/ sponsors of The Iwan Bookshop.

Each VIP Club Card is valid for one person only and cannot be used by any person other than the Member whose name appears on the IFC VIP Card issued.

The Iwan Bookshop is not responsible for lost, damaged or stolen cards and a charge will apply for the replacement of any card.

Membership may be cancelled/ refused to individuals by The Iwan Bookshop at its discretion, if Membership is deemed to be fraudulent, linked to a fraudulent

You are solely responsible for any government tax, duty or other charge imposed by law in any country in respect of The IFC VIP Card.

The IFC Club reserves the right to terminate The IFC VIP Program at any time by giving you at least 30 days prior written notice in which case you will cease to be able to use and/or participate within The IFC VIP Program and The Iwan Bookshop shall have no further liability to you.

Except as provided in any law which cannot lawfully be excluded or modified by agreement, The Iwan Bookshop does not accept any liability whatsoever, including for negligent acts and omissions, with respect to:

The breach of any of these terms or any term implied by law (including statute) by any person other than The Iwan Bookshop;

Any VIP Club Benefit or other reward, prize or giveaway;

Any death or injury or consequential loss or damage arising from the supply of a VIP Benefit and/or other reward, prize, giveaway;

The loss, theft or destruction of a The IFC VIP Card or any other VIP Benefit or other reward, prize, giveaway;

any failure, delay or inability to provide a The IFC VIP Card or other IFC VIP Benefit or other reward, prize, giveaway to you caused by circumstances beyond its control, including strikes or industrial disputes, acts of God, flood, weather, war or civil disturbance; and

Any other liability, loss or damage incurred or suffered by any Member (or any other person) in connection with The IFC VIP Club Program.

The Iwan Bookshop may give you notice:

By advertisement in a newspaper circulating throughout Australia;

By email or sms (to the last known email address or mobile number provided), which you are taken to have received upon the sender receiving confirmation the message has been sent;

in writing, which you are taken to have received if issued by hand, immediately, or given by post on the earlier of the date of receipt or 3 days after it was sent via post;

You must advise The Iwan Bookshop of any change of name, address, or other details as soon as the change occurs. The Iwan Bookshop is not responsible for any failure by you to notify The Iwan Bookshop of the change that may result in the loss of The Iwan Bookshop VIP Club Benefits and/or any other rewards, prizes, giveaways. Written proof acceptable to The Iwan Bookshop must be supplied for any change of details. Changes to address can be made by email to info@iwanbookshop.com.au.

These terms will be construed according to and governed by the laws of Queensland and the parties submit to the exclusive jurisdiction of the courts in Queensland.
You consent to us and business partners contacting you from time to time, including via telephone, post, facsimile and electronic (i.e. sms, internet) methods.
You agree that you have read and accept the terms of our privacy including without limitation the collection, use and disclosure of personal information.

Definitions:

"Application Form" means The Iwan Bookshop Family Club VIP Application Form required to be completed by the individual to become a member.

"Member" means the person who is a member of The Iwan Bookshop family VIP Club Program and whose name is printed on the IFC VIP Card.

"The Iwan Bookshop Family Club or IFC VIP Program" means the loyalty program operated and managed by The Iwan Bookshop by which a member may receive the VIP Club Benefits in accordance with these Terms.

"Iwan Bookshop Family VIP Club Benefits" means the facilities, services, products, discounts, offers, activities and events or arrangements offered or available to Members from time to time.

"IFC VIP Card" means The Iwan Bookshop Family Club Card provided by The Iwan Bookshop Club for use by each Member in relation to The Iwan Bookshop VIP Club Program.

"We/us/The Iwan Bookshop" means The Iwan Bookshop Business registered in ASIC by ABN 82952039153

Privacy Policy

The Iwan Bookshop understands how important your personal information is to you. We have adopted the National Privacy Principles contained in the Privacy Act (Commonwealth) 1988 as part of our standard operating procedures for the protection of your personal information.

This policy explains how we collect personal information and how we maintain, use and disclose that information.

Personal Information

Personal information means information or an opinion about you from which your identity is apparent or can reasonably be ascertained. This is whether the information or opinion is true or not and whether it is recorded in material format or not.

Collection

We will only collect personal information from you that is necessary for us to be able to provide our services to you. We will seek to ensure that we do not collect information from you in any way that is unlawful or unreasonably intrusive.

Whenever it is reasonable and practicable to do so, we will collect that information directly from you, however, you acknowledge and consent to us receiving information from our suppliers, and entities we sponsor. In such instances we will encourage such parties to act in accordance with the principals set out in this policy. If we otherwise have to collect personal information about you from someone else, we will take reasonable steps to ensure that you are aware of that fact.

We do not collect information about your political, philosophical, or religious beliefs or sexual preferences.

Use and Disclosure

Use of your Personal Information will be used:

- To provide our services;
- To enhance our customer service;
- To answer your queries;
- For internal research;
- To enable sales and purchases; and
- To notify you of upcoming events and/or promotions by us and/or our sponsors.

We may share personal information within The IFC network, which includes The Iwan Bookshop and related entities. Use of this information by The Iwan Bookshop and its related entities will comply with this privacy policy. Occasionally, with your permission, we will send marketing information to you, such as discount coupons, information about new product offerings, etc. If you do not elect to receive such materials, we will not send them to you.

Companies may be engaged by us to perform a variety of functions, such as, fulfilling orders, assisting with promotions and marketing, providing technical services etc. These companies may have access to personal information if needed to perform such functions. However, these companies may only use such personal information for the purpose of performing that function and may not use it for any other purpose.

We do not sell personal information to third parties. However, with your permission, we will, on occasion send marketing information on behalf of one of our business partners and/or sponsored entities about products or services they provide that may be of interest to you. You may be asked if you wish to receive marketing materials from The Iwan Bookshop business partners. If you elect to receive such materials, we will not share your personal information with such partners but rather will send a mailing or e-mail on behalf of the partners.

We reserve the right to use or disclose any information as needed to satisfy any law, regulation or legal request, to protect the integrity of the site, to fulfill your requests, or to cooperate in any law enforcement investigation or an investigation on a matter of public safety.

Accuracy of Information

We try to ensure that the personal information held by us about you is accurate, complete and up to date. To assist us, we ask that you notify us promptly if there are any changes to your personal information. You may ask us to correct any inaccurate information we hold about you and we will address your concerns within a reasonable period.

Data Security

We will take reasonable steps to protect your personal information from misuse and loss, and from unauthorised access, modification or disclosure.

Your personal information where not stored electronically, is stored in our secure office premises with restricted access or with an offsite secure storage facility. If we no longer require the use of your personal information, we will take reasonable steps to destroy or permanently de-identify it.

You also hereby authorise us, our agents, contractors, authorised employees and any related party to send to you commercial and non-commercial electronic messages for the purposes set out in this section and/or as contemplated by these Terms and Conditions.

We will try to answer any question and address any concern you have about the information we hold about you, or about our information-handling practices. You may contact us at the following address:

Iwan Bookshop
608 Brunswick,
New Farm QLD 4005
Australia