

Flash-O-Grams.com Terms, Conditions and Refund Policy

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- Personal information you knowingly choose to disclose that is collected on an individual basis.
- Website and application use information collected on an aggregate basis as you and others browse our website and use our application.

Registration Information You will be asked to provide us with information about yourself, or your friend when filling out the Flash-O-Grams.com form required to make your Flash-O-Gram.

Email Information if you choose to correspond with us by email, we may retain the content of your email messages together with your email address and our responses. Website Use Information The website may use cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the website, and understanding how visitors use the website. Cookies can also help customize the website for visitors. Personal information cannot be collected via cookies and other tracking technology, however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties.

- Third party vendors, including Google, YouTube and social media platforms, show our ads on sites on the Internet.
- Third party vendors, including Google, YouTube and social media platforms, use cookies to serve ads based on a user's prior visit to our website.
- Users may opt out of Google's use of cookies by visiting the Google advertising opt out page, and control the way that Facebook

shows ads using Facebook's ad settings by visiting facebook.com/ads/settings. What we do with the Information we Gather We use the information you provide to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- To verify your identity and comply with legal requirements.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you. We may use the information to customize the website according to your interests.

Access to Your Personal Information Subject to the Act, you have the right to access, and request corrections to, your personal information that we hold. Please direct your reasonable requests to us in writing. We will use reasonable endeavors to respond to your request in a timely manner.

Distribution of Information Flash-O-Grams.com may share information with governmental agencies or other companies assisting us in fraud and money laundering prevention or investigation. We may do so when: (1) permitted or required by law; or, (2) trying to protect against or prevent actual or potential fraud or unauthorized transactions; or, (3) investigating fraud which has already taken place. The information is not provided to these companies for marketing purposes.

Commitment to Data Security Your personally identifiable information is kept secure. Only authorised employees and contractors (who have agreed to keep information secure and confidential) have access to this information. All emails and newsletters from this site allow you to opt out of further mailings.

Refund Policy: These include that goods are of an acceptable quality, replacement of your flash-o-gram will be available if that service is substandard. The Flash-O-Grams.com fee to make your flash-o-gram is non-refundable, should you want to cancel this once the order has been placed.

For any questions or comments regarding our Terms, Conditions and Refund Policy please email Lisa at info@flash-o-grams.com