

TRIPLE P – POSITIVE PARENTING PROGRAM®

PRIVACY NOTICE - TRIPLE P AMERICA ONLINE ORDERS

Effective Date: 16 July 2026



PRIVACY NOTICE

TRIPLE P AMERICA ONLINE RESOURCES

Practitioners and organizations who are trained in Triple P-Positive Parenting Program® (“Triple P”) and/or and the associated Positive Early Childhood Education Program (“PECE”), may order hard copy and digital program resources online at <https://triplep-america-orders.com/> (“Orders Website”). You may also order access codes for the Triple P and PECE online programs. We collect limited personal data to process your order. We are committed to protecting your data and respecting your privacy. This Privacy Notice explains how we will use, store and protect your data, and the limited situations where it is shared with third party service providers.

WHO WE ARE

Triple P America Inc. (“TPA”) is responsible for the dissemination of Triple P and PECE in the United States of America. Our place of business is 1201 Lincoln St, Suite 201, Columbia, SC, 29201, USA. TPA is responsible for how and why your personal data is processed where you order resources from us online. If you have any questions about our use of your personal data, please contact our Data Protection Officer by email at dpo@triplep.net or by post at the above address. Where possible, please correspond by email, as this allows for a faster response.

WHAT PERSONAL DATA WE COLLECT

When you submit an online order, we collect the following personal data:

1. Customer’s First and Last Name
2. Customer’s Email Address
3. The Triple P and/or PECE program(s) the Practitioner has completed
4. Organization’s Name
5. Organization’s Contact Person’s First and Last Name
6. Organization’s accounts Payable Email Address
7. Billing Contact Person’s First and Last Name
8. Billing Address
9. Billing Phone Number
10. Shipping Contact Person’s First and Last Name
11. Shipping Address (for delivery of hard copy resources)
12. Shipping Email Address (for delivery of electronic resources)
13. Shipping Phone Number

Additional information collected if your organization is ordering online program access codes:

1. Organization’s Email Address (for delivery of online program access codes)
2. Whether the Organization wants the access codes added to their existing CMS
3. Parent User’s First and Last Name (if known)
4. Parent User’s Email Address (if known)

PROVIDING ANOTHER PERSON'S PERSONAL DATA

If you provide us with another person's personal data when ordering resources online, *YOU MUST* ensure that you have that person's permission to give us their personal data and that you have directed them to this Privacy Notice, before you give us their information.

PAYMENT INFORMATION NOT COLLECTED

TPA collects the customer's billing information but does not collect their payment information (e.g. credit card details) as customers are unable to pay for the resources on the website. The website will ask for the customer's preferred payment method and generate a fake credit card number, to allow the customer to proceed with checkout.

HOW WE USE THE PERSONAL DATA

The personal data that we collect is used for the following administrative purposes:

- To send the customer an invoice and a secure payment link.
- To create a customer record for your order, compile the order and send the resources.
- To liaise with the customer and assist them with any queries they have, with respect to their order.
- To confirm the customer is entitled to order the specific resources (only professionals and organizations who are trained in Triple P and/or PECE may order the relevant program's resources).

Where customers provide the personal data of a parent who will use of the online program access code, the parent's personal data is used to set up and facilitate their access to the online program. The online code will be emailed directly to the parent along with information about how to access the online program. Where the organization asks for the online code(s) to be added to the organization's existing CMS, the parent's details will be also added to the CMS.

PAYMENT MADE VIA THIRD PARTY (SYNOVUS)

When the customer submits an order through the website, they are automatically sent an email with:

- An invoice for their order; and
- A secure payment link.

The link directs customers to the "Triple P Americal Payment Portal". This portal is provided by Synovus and allows customers to pay by credit card or ACH payments (electronic transfers of funds between banks or credit unions through the Automated Clearing House (ACH) network).

Synovus collects the following data to effect payment. *THIS DATA IS NOT SHARED WITH TPA.*

- Invoice
- Name
- Phone
- Email Address
- Payment Amount
- Payment Method
- Payment Date
- Organization Name

When the payment method is a bank account:

- Account Type (personal or business)
- Banking Type (checking or savings)
- Name on Account
- Routing
- Account

When the payment method is a Credit Card:

- Name on Card
- Card #
- Expiration Date
- Security Code
- Address

Customers should consult Synovus' Privacy Notices (available on their website) for information on how they will process and protect the customer's personal data.

COOKIES

Websites can use cookies (small pieces of text that are sent to internet browsers) to collect and remember information about website visitors. The Orders Website was created using a platform provided by Squarespace Inc.

("Squarespace"). We have not added cookies to the Orders Website; however, Squarespace does use cookies and similar technologies to collect information about how visitors interact with site. Please refer to Squarespace's [Cookie Policy — Squarespace](#) for more information. Squarespace will share some analytics information with TPA, such as pageview statistics. TPA will use the analytics information to gain insight into the website's performance and customer interactions. The analytics information will not contain the personal data of visitors to the website. Visitors to the website can manage their cookie preferences via a banner which appears when they first access the Orders Website.

HOW WE STORE AND SECURE YOUR INFORMATION

TPA uses administrative, technical and physical security safeguards to protect the data we hold from loss, misuse or alteration. We utilise various third-party service providers for data collection and storage purposes. TPA's Orders Website is hosted by Squarespace. It uses the Secure Sockets Layer ("SSL") protocol to encrypt and secure communications over the Internet. The data collected through the online order form, will be stored on Squarespace's servers located in the US, for a period of approximately 1 month. Please refer to Squarespace's [Privacy Policy — Squarespace](#) for information on how Squarespace safeguards data stored on their servers. The information will be exported from the Squarespace servers and stored using Microsoft SharePoint, which stores data on the Microsoft 365 infrastructure in Australia. Microsoft use a variety of security technologies and procedures to protect personal data from unauthorised access, use, or disclosure. These include access controls and encryption in rest and transit. More information from Microsoft on how it protects the data it holds is available [here](#).

The information collected via our online order form may be included in emails. The data contained in emails sent to and within our email network, is stored on Microsoft 365 infrastructure in Australia. The data stored is encrypted in transit

and rest. Microsoft's encryption protocols erect barriers against unauthorised access to data, including two or more independent encryption layers to safeguard against compromises of any one layer. More information on how Microsoft protects the data it holds is available [here](#).

Information about a Customer's order will be added to our customer relationship management ("CRM") system, which is provided by a third-party service provider (Oracle NetSuite). The information added to our CRM will include personal data, such as the name and contact details of the Customer or their contact person. The data added to the CRM is stored in a private database in NetSuite's data warehouse located in the USA. NetSuite has extensive data security mechanisms in place including the encryption of data in transit and in back-up.

Depending on the resources ordered, the customer's order (and any undeliverable or returned shipments) may be processed (filled and dispatched) by TPA, our related bodies corporate or the third-party service provider Trevett's Print + Mail LLC ("Trevett's"). TPA stores some physical resources in its corporate office. Other physical resources are stored in Triple P private warehouses in Australia and Hong Kong. When processing customer orders, Triple P warehouse personnel are authorised to access the CRM and process the shipping information, including the personal data of the customer's shipping contact person (name and contact information). When Trevett's processes our customer orders, they secure our customers' data, including using encryption in transit and at rest. We note Trevett's have previously obtained a SOC 2 Type 2 independent service auditor's report regarding the design and operation of their security controls. The customer data we share with Trevett's may include the resources ordered and shipping information, including the personal data of the customer's shipping contact person. Finally, we will use third-party service providers for the delivery of physical resources, such as FedEx. They will also have access to and process the personal data of the customer's shipping contact person.

DISCLOSURE OF YOUR INFORMATION

Our customers' information will always remain confidential. Customer information will be processed by TPA personnel and in the following limited circumstances, may be processed by personnel from our related bodies corporate, including the Australian company Triple P International Pty Ltd ("TPI") or the Hong Kong based company Triple P International Ltd ("TPHK"). Where a customer orders access codes for an online program, the associated data (including the personal data of the parent users) will be processed by TPI's Digital Services Team. Further, if a customer orders resources which are not held in stock in the US, the associated data (including the shipping contact person's personal data) will be processed by either TPI or TPHK warehouse personnel. Finally, TPA's Data Protection Officer is a TPI employee. Any personal data sent to the DPO (for example is a customer emails the DPO) will be processed by TPI.

We may disclose our customer's information to third parties in the following limited circumstances:

- When necessary to enforce our legal rights (e.g. disclosure to a lawyer) or if legally compelled to do so by a court or governmental entity.
- With service providers, to provide our services to you. This includes Squarespace, Microsoft, Oracle NetSuite, Trevett's and mail providers such as FedEx.
- With service providers for the maintenance of the data or the IT systems where the data is stored. These service providers would typically include IT contractors or database designers.

INTERNATIONAL TRANSFERS

The data collected via TPA's online orders, including personal data, may be transferred/stored/processed in countries other than the US, including in Australia and Hong Kong. By submitting an online order, our customers agree to the use of the associated data as outlined in this Privacy Notice, including the international transfer/storage/processing of data to/in countries other than the USA, including where those countries do not have comparable data protection laws and may not provide comparable levels of protection as provided by the laws where our customers are based.

HOW LONG WE KEEP YOUR INFORMATION

We will retain the personal data collected via the online orders for us to one year, to allow us to process customer orders including undeliverable or returned shipments and to address any questions our customers may have. Our CRM system will retain an ongoing record of the sales transaction and delivery instructions.

ANY QUESTIONS

If you have any questions about our use of your information, please contact our Data Protection Officer (dpo@triplep.net).