EZYPAY

—

Identity & Access Policy

Identity & Access Policy

Definitions

Principal Administrator refers to the individual nominated by the Principal to administer the Ezypay online account on their behalf.

Secondary User refers to a user created by the Principal Administrator.

1   This identity and access management policy should be read as a policy statement in conjunction with Ezypay's terms and conditions and does not replace any part of the terms and conditions.

2   Ezypay will allocate a unique Principal Administrator ID, which is the same as your user ID, on acceptance of the terms and conditions.

3   Ezypay will also allocate a unique password for the Principal Administrator, on acceptance of the terms and conditions

4   The Principal Administrator will be responsible for creating a unique secondary user ID and password for each staff member using the Ezypay online system. This user ID and password needs to be entered whenever the system is accessed.

5   All users are responsible for ensuring that their user IDs and passwords are not shared or disclosed.

6   The Principal Administrator is responsible for the ongoing administration of secondary users' access levels, including the removal of former employee's access to the Ezypay online system.

7   Any changes to the secondary users' access levels will only become available when the secondary user initiates a new session on the online system.

8   Ezypay has in place a limit of three unsuccessful attempts to access the online system before the user is denied access.

9   Secondary user accounts can only be reset by the Principal Administrator.

10 Changes to the Principal Administrator account should be made on the secure Ezypay website by the Principal Administrator or, alternatively, by contacting Ezypay customer service.

11 Ezypay is not responsible for any unauthorized access to any part of the Ezypay online system by either the Principal Administrator or any secondary user.

12 The Principal Administrator accepts full responsibility for proof of customer identity.

13 Ezypay strongly recommends the Principal use one or more forms of the following photo identification to confirm a customer's identity:

    a)   A current driver license or on that expired within the last two years.
    b)   A current Australian passport or one that expired within the last two years.
    c)   A current overseas passport.
    d)   A proof of age card with a card number.
    e)   A current photo identity card for a police force officer or Australian defence force member.
    f)   A student card with a photo and signature.
    g)   A current Photo ID with signature for Singapore member. Signature, address and photo must be clear and legible.

14 The individual identified by the Principal Administrator as the customer in the Ezypay online system must be the person whose account will be debited.

15 Ezypay will create a unique customer DDR establishment number which will be sent to the customer's email address provided. This number will become the Ezypay reference number for that customer.

EZYPAY®

16 Ezypay reserves the right to deny any user access to all or part of the Ezypay online system due to suspicion of fraud or illegal activity, or for any commercial or business reason.

17 After the cancellation of your account Ezypay will remove access to the online system after 30 days.

For more information, please contact our **Customer Service Team.**

Australia (Head Office)
1300 300 553
help@ezypay.com
Singapore
800 852 3881
asia.help@ezypay.com
Hong Kong
800 933 873
asia.help@ezypay.com
Taiwan
0801 856 742
asia.help@ezypay.com
Thailand
+ 60 3 2181 9280
asia.help@ezypay.com

New Zealand
0800 399 420
nz.help@ezypay.com
Malaysia
1800 817 233
asia.help@ezypay.com
Philippines
1800 1116 1131
asia.help@ezypay.com
South Korea
+82 080 822 1512
asia.help@ezypay.com
All Other Countries
+61 2 9425 2050
help@ezypay.com

EZYPAY