

Privacy Policy

Updated on 24/02/2025

Introduction

This Privacy Policy applies to all personal information collected by Sapphire Gemfields Directory. By using Sapphire Gemfields Directory or our services, you consent and agree to be bound by the terms of this Privacy Policy. This Privacy Policy is also incorporated by reference into the Sapphire Gemfields Directory Terms & Conditions that is applicable to businesses or organizations that list on The Directory.

The policy explains how and why we collect your personal information, the kinds of personal information we collect, how we use it, and what controls you have over our use of it. Sapphire Gemfields Directory is committed to complying with Commonwealth legislation governing privacy of personal information by businesses and to protecting and safeguarding your privacy when you deal with us.

We encourage all Sapphire Gemfields Directory users and customers to refer to the Office of the Australian Information Commissioner's website at www.oaic.gov.au which contains important information about privacy laws in Australia.

The kinds of personal information we collect and hold

"Personal Information" is taken to mean any information or opinion about a person, or otherwise relating to a person, where that person is identified or could be identified. "Sensitive information" is a particular subcategory of Personal Information and includes information about a person's physical and mental health (including vaccination status or otherwise any health issues a person has) and other information about a person including matters like a person's criminal record or their sexual orientation. The Sapphire Gemfields Directory does not collect "sensitive information" as defined herein.

The kinds of personal information we may collect from you and hold may include:

- a. identity information such as your name, contact details (including address, email address, phone number or mobile phone number), occupation, professional association or license information, usernames or passwords;
- b. financial details such as your bank account details or credit card information for the purpose of collecting fees; Without these details, we may not be able to carry on with our business and provide you with the products or services you require or the level of services which we aim to offer.

How we collect and hold your personal information

Personal information about you may be collected by us in a number of ways, including over the phone and via email, from devices or browsers which you use to access our webpage, other webpages, where we keep a record and a copy of your contact with us, where you submit information through web forms, by logging your IP address, collecting GPS data, by use of cookies, by recording phone numbers and email addresses from which you contact us, by any smart phone, browser plugin or other application we use which might collect information from the device or browser used by you and in other ways which rely on technical access to information available from devices and operating systems that you might use.

Your personal information is never sold.

We may also collect your personal information from publicly available sources of information and/or where legally required or authorized to do so.

Once we have collected your personal information, we may hold it electronically or in paper files in a secure location.

Why we collect, hold, use and disclose your personal information

We collect, hold, use and disclose your personal information for the following purposes:

- a. To perform and manage our business functions or activities, including providing our service to you;
- b. to manage invoicing and payment systems and services;
- c. to manage our relationship with you as a website user or client;
- d. to manage risks and identify or investigate illegal activities or activities in breach of Our [Terms and Conditions](#), including by verifying your identity, ABN and/or your professional licenses;
- e. to contact you;
- f. to comply with laws and assist government, licensing or law enforcement agencies; and
- g. to undertake acts or practices related to the matters described above.
- h. we may also collect, hold, use and disclose your personal information for other reasons where the law allows or requires us to do so.

We retain the right to use or disclose personal information about you that is required in the provision of information about or the promotion or delivery of Sapphire Gemfields Directory services (including by way of direct marketing through mail, telephone, email, social media, SMS and MMS messages and any other electronic means) to our users and customers, such as newsletters, promotional materials or direct marketing campaigns relevant to the services that we offer.

If you no longer wish to receive our direct marketing emails or SMS and MMS messages, please follow the Unsubscribe link or statement located in all emails or SMS and MMS messages that we send to you.

Who we disclose your personal information to

Your information may be disclosed to persons or companies within Sapphire Gemfields Directory for the purposes noted in the "Why we collect hold, use and disclose your personal information" section above.

We may also disclose your personal information to people or organisations outside of Sapphire Gemfields Directory for the purposes noted in the "Why we collect hold, use and disclose your personal information" section above and to other parties and for other purposes as specified below:

This may include:

- a. service providers, including share registry service providers and IT service providers;
- b. organizations with whom Sapphire Gemfields Directory has a business relationship (e.g. partners, joint venture entities, agents, contractors or external service providers) for the operation of their businesses;
- c. third party payment processing providers or debt recovery agencies in connection with billing or payment for the provision of services to Sapphire Gemfields Directory users or clients;
- d. the police or other relevant authorities, licensing or enforcement bodies;
- e. government and regulatory authorities or organisations (such as ASX or ASIC) or as otherwise required or authorized by law;
- f. internet service providers or network administrators, including, if we have reason to suspect you have committed a breach of Our [terms and conditions](#) or have otherwise been engaged in any unlawful activity and we reasonably believe such disclosure is necessary.

Transfer of personal information overseas

To provide you with the best products and services possible, we may transfer or disclose personal information we have collected about you to a person or organization in a foreign country including:

- a. to service providers who store data or operate outside Australia; and/or
- b. otherwise as required or authorized by law.

Where we do this, we take reasonable steps to ensure that those parties do not breach the Australian Privacy Principles.

Links

Our web site may contain links to other web sites and those third-party web sites may collect personal information about you. We are not responsible for the privacy practices of other businesses or the content of web sites that are linked to our website. Sapphire Gemfields Directory encourages users to be aware of this when they leave the Sapphire Gemfields Directory site and to read the privacy statements of each other web site that collects personally identifiable information.

Security and storage

Sapphire Gemfields Directory places a great importance on the security of all information associated with our clients and website users. We have security measures in place to protect against the misuse, interference, loss and unauthorized access, modification or disclosure of personal information under our control.

Sapphire Gemfields Directory retains information you provide to us (including possibly your contact or bank account details) to enable us to verify transactions and customer details and to retain adequate records for legal and accounting purposes. This information is held on secure servers in controlled facilities.

No data transmission over the Internet can be guaranteed to be 100 percent secure. As a result, while we strive to protect user's personal information, Sapphire Gemfields Directory cannot ensure or warrant the security of any information transmitted to it or from its online service, and users do so at their own risk.

Access to and correction of personal information

Sapphire Gemfields Directory is committed to maintaining accurate, timely, relevant, and appropriate information about our Listing Businesses and website users.

To obtain access or seek correction of your personal information that we hold, please contact us using the details set out below in the section titled "Contacting us". So long as your request for your personal information is in accordance with the Australian Privacy Principles, then we will give you access to that information.

You may request that inaccurate information be corrected. To ensure confidentiality, details of your personal information will be passed on to you only if we are satisfied that the information relates to you.

If we refuse to provide you with access or correct the personal information held about you by us, then we will provide reasons for such refusal.

Complaints

If you have a complaint about our Privacy Policy or the collection, use or safe disposal or destruction of your personal information, your complaint should be directed in the first instance to us at E-mail: sapphiregemfieldsdirectory@gmail.com

We will investigate your complaint and attempt to resolve, within 30 days, any breach that might have occurred in relation to the collection, use or destruction of personal information held by us about you in accordance with the Commonwealth Privacy legislation. If you are not satisfied with the outcome of this procedure, then you may request that an independent person (usually the Information Commissioner) investigate your complaint.

Changes to Privacy Policy

If Sapphire Gemfields Directory changes its Privacy Policy, it will post changes on this Privacy Policy page so that users are always aware of what information is collected, how it is used and the way in which information may be disclosed. As a result, please remember to refer to this Privacy Policy regularly to review any amendments.

Contacting us

If you require further information regarding our Privacy Policy, please contact us through the following means: Email us at sapphiregemfieldsdirectory@gmail.com or write to us at The Administrator, Sapphire Gemfields Directory, PO Box 3, Rubyvale, Queensland, 4702.

Should you wish to read more information on privacy legislation or the Australian Privacy Principles we recommend that you visit the Office of the Information Commissioner's website at www.oaic.gov.au.