

Sapphirewood Pty. Ltd (“Sapphirewood”) is a retailer who trades using the Internet through its website at www.sapphirewood.com.au and in its stores.

This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of the Site.

This website is subject to the National Privacy Principles under the Australian Privacy Act 1988 (as amended by the Privacy Amendment (Private Sector) Act 2000).

How We Collect Information

We may collect personal information about you when you visit our website, when you deal with us over the telephone, send us correspondence (whether by letter or email), or when you have contact with us in person. We will not collect any personal information without your consent. We consider that your consent is granted when you complete the fields necessary to facilitate a transaction through this website.

What Information Do We Collect?

As we are required by law to obtain your consent to the collection of “sensitive information”, we will assume that you have given consent to the collection of all information you have provided to us for use in accordance with this Statement, unless you tell us otherwise.

Personal Information Use

We generally collect your personal information for the following purposes:

- To facilitate your access to our website, products and services
- To deliver products you have ordered from us
- To conduct marketing activities
- To provide you with information about our products and services
- To seek your opinion on our products, services, marketing and website.

Some of the personal information we collect is essential for us to be able to accurately identify who is using the service. Other types of personal information we collect help us to develop a profile of who is using our service and what their interests are, this assists us in offering products to suit the needs of the users of this website.

Disclosure of Personal Information to Third Parties

We may disclose your personal information to third parties for the purpose for which the information was collected or for related purposes, for example to complete a transaction on your behalf or provide you with a product that you purchased. We engage third party contractors to perform services for us which involves the contractor handling personal information we hold. For example, we currently engage third party contractors to:

- Deliver products purchased from this website
- Provide electronic funds transfer services, credit card account processing and related services

In these situations, the third party contractor is strictly prohibited from using any personal information about you except for the specific purpose for which we have supplied. We may also disclose your personal information to various law enforcement agencies and governments around

the world for security, customs and immigration purposes. Other than the above, we will not disclose your personal information without your consent unless disclosure is either necessary to prevent a threat to life or health, authorised or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.

Access & Correction of Information About You

We will, on request, provide you with access to the information we hold about you, unless there is an exception which applies under the National Privacy Principles, including for the purpose of correcting or updating that information. We may recover from you our reasonable costs of supplying you with access to this information. Your request to provide access to this information will be dealt with within a reasonable time. If we refuse to provide you with access to the information, we will provide you with reasons for the refusal and inform you of any exceptions relied upon under the National Privacy Principles.

Keeping Your Personal Information Up To Date

We take reasonable steps to ensure that your personal information is accurate, complete, and up-to-date whenever we collect or use it. If the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us and we will take reasonable steps to either correct this information, or if necessary, discuss alternative action with you.

Security of Your Personal Information

We will securely hold your personal information and we will not trade, rent or sell it.

We will take all reasonable steps to keep secure any information which we hold about you. Personal information may be stored both electronically on our computer system, and in hard-copy form. Firewalls, passwords, anti-virus software and email filters act to protect all our electronic information.

We take all necessary measures to ensure the security of hard-copy information.

Once your transaction is finalised, both the electronic and hard-copy information are securely archived. After a period of 7 years, both the electronic and hard-copy information will be destroyed.

Resolving Your Concerns

If you wish to gain access to your personal information, have a complaint about a breach of your privacy or you have any query on how your personal information is collected or used please forward your request, complaint or query to the address below. We will respond to your query or complaint as soon as possible.

Email: service@sapphirewood.com.au

Tel: 1300 882 452

Mail: 32-38 Beresford Avenue, Greenacre NSW 2190

Changes to This Privacy Statement

We may amend this Privacy Statement as our business requirements or the law changes. Any changes to this Privacy Statement will be updated on www.sapphirewood.com.au.