

# Privacy Policy

September 2023

This Privacy Policy applies to all personal information collected by The Trustee for Zahira Crystals Trust (ABN: 95 144 516 73) and explains how personal information is handled.

## Personal information we collect

We collect personal information from customers (existing and prospective), suppliers, contractors, consumers, and other individuals for various purposes. The type of information Zahira Crystals may collect from you may include (but not limited to) your contact details (eg: name, email address, address, phone number), date of birth, gender and where necessary to make a purchase, return or similar transaction, your credit card or banking details.

Zahira Crystals may collect personal information:

- when you contact us with queries or issues;
- when you participate in our promotions or competitions;
- when you complete our questionnaires, surveys or contact forms;
- when you register or provide your details with or to us;
- when you submit information through our Website, such as when you set up a user account, retrieve log-in information, make online orders or purchases or enter into other online transactions; or
- when you use the Website, in which case our system may automatically collect information relating to your visit to that Website, such as your IP address.

If you do not provide Zahira Crystals with all requested personal information, we may be unable to assist you or provide you with our products and/or services.

Where possible, we will collect personal information directly from you. Where we may receive information about you from someone else, we will take reasonable steps to ensure you are aware that we have collected personal information about you.

## Cookies

The Zahira Crystals Website uses cookies. Whilst cookies do not personally identify users, they do identify a user's browser. You can control the use of cookies by setting your browser to refuse cookies.

## Purpose of collection

Our main purposes in collecting, holding, using and disclosing information about you are to:

- provide you with our products and/or services (including returns and refunds);
- respond to queries from existing and prospective customers seeking information about our products or services;
- communicate with, existing and prospective customers, about our products and services;
- conduct promotions and competitions;
- conduct market research;

- enforce agreements between you and us;
- keep you informed about our activities, products and services; and
- improve our products and services.

### **Personal information and marketing**

In order to provide you with information in relation to new or updated products or services, special offers, promotions or competitions in which you may be interested, we may use personal information you have provided to us such as your email address. We will only do so with your prior consent. If at any time you no longer wish to receive information from us, you may ask us to remove your name from our list by contacting us using our contact details below or by using the unsubscribe function (when sent via email).

### **Access to your personal information**

We will provide you with access to personal information we about you upon request, except in the limited circumstances where we are not permitted to do so by law. To request access to your personal information, please contact us using our contact information below.

### **Storage and security of your personal information**

Zahira Crystals will endeavour to take all reasonable steps to keep any information which we hold about you secure. However, we cannot guarantee the security of any information you transmit to us through our Website and you use our Website at your own risk.

### **Username and passwords**

It is your responsibility maintain confidentiality over your account on our Website and not share your user name or passwords. Please notify us immediately if there is any unauthorised use of your account.

### **Links to other websites**

Zahira Crystals may provide access to third party websites through our Website. These linked websites are not managed by Zahira Crystals, and we are not responsible for the content or the conduct of the organisation accessed via a link on our Website.

### **Changes to our Policy**

We will publish updated versions of our Privacy or other policies on our Website, should we make any changes. Zahira Crystals reserves the right to change our Privacy Policy or other policies at any time.

### **If you have a question or complaint**

If you have questions relating to our Privacy Policy, or if you have a complaint, you may contact us in writing at:

email: [enquiries@zahiracrystals.com.au](mailto:enquiries@zahiracrystals.com.au)

Mail: PO Box 173, Woodvale, WA, 6026, AUSTRALIA