

Privacy Policy

We respect your right to privacy

Geomastery Advisory is committed to safeguarding the privacy of our customers and website visitors. We adhere to the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth). This policy sets out how we collect and treat your personal information, which is information we hold which is identifiable as being about you.

We will, from time to time, receive and store personal information you enter onto our websites, provided to us directly or given to us in other forms. Personal information is information or an opinion about an identified person, or someone who is reasonably identifiable, whether or not the information or opinion is true and whether the information or opinion is recorded in a material form or not.

We collect personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our websites and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and process your product or service order. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.

We may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional products, services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs. We may contact you by a variety of methods including, but not limited to email or mail.

Disclosure of your personal information

We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services.

We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Geomastery Advisory Pty Ltd, geomastery.au, other online services, its customers or third parties.

Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia. If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to the other entity under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

Security of your personal information

We are committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

Access to your personal information

You may request details of personal information that we hold about you in accordance with the provisions of the *Privacy Act 1988* (Cth). A small administrative fee may be payable for the provision of information. We will discuss the application of this fee with you before collating the personal information you have requested.

If you would like a copy of the information which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at concierge@geomstery.au. We will endeavour to acknowledge a request for access to personal information within 14 days and provide the information requested within 30 days. If access is denied, we will provide you with reasons for that decision.

We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act. Examples of these circumstances are:

- where providing access will pose an unreasonable impact on the privacy of another individual; or
- where your request for access is frivolous or vexatious; or

- where the information relates to existing or anticipated legal proceedings between you and Geomastery Advisory, and the information would not be accessible by the process of discovery in those legal proceedings; or
- where providing access would be unlawful, would pose a threat to the life or health of an individual, may prejudice an investigation of possible unlawful activity, may prejudice enforcement of laws, or denying access is specifically authorised by law.

Correction of your personal information

We take reasonable steps to ensure your personal information is accurate, up-to-date and complete. If you believe that personal information we hold about you is inaccurate, out-of-date, incomplete, irrelevant or misleading and where reasonable and practical, we will correct it and will advise any third parties to whom we may have previously disclosed that information of the correction.

If you request that your information be corrected and we do not agree that it is incorrect, we may refuse to update that information. In such a scenario, we will provide written notice of our refusal to do so within 30 days and upon your request, will place a statement of what you allege is correct where your personal information is kept and accessed.

Complaints about privacy

If you have any complaints about our privacy practices, please feel free to send in details of your complaints to PO Box 3903 Manuka ACT 2603 or concierge@geomastery.au. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

Websites

When you visit our websites we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

We may from time to time use cookies on our websites. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our websites.

Our websites may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

Our sites may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites

do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Geomastery Advisory is not responsible for the privacy practises of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

Changes to this Privacy Policy

We may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.