



Privacy Statement

1. Introduction

Personal information that you provide to Merlin Diamonds Limited ("Merlin") will be treated with the utmost integrity and security. Merlin will not disclose your personal information to a third party for the purpose of direct marketing or any other unauthorised contact.

Merlin is committed to upholding the *Privacy Act 1988* as amended by the *Privacy (Private Sector) Amendment Act 2000* and the *National Privacy Principles* which outline how organisations should collect, use, keep secure and disclose personal and sensitive information about their customers. The Act also gives individuals the right to know what information an organisation holds about them and a right to correct that information if it is wrong.

2. Information collected and how it is used

At Merlin, we will only collect personal information which is necessary to provide you with a requested service or product. Examples of personal information that may be collected by us include name, address and banking details.

When we collect your personal information, we will take all reasonable steps to tell you why the information is collected, who it will be shared with, and inform you of the consequences if all or only part of the information is not provided to us.

On our website we only collect personal information which you provide to us, such as name and address. When you visit our website we do not set a "cookie" on your machine.

3. Management of personal information

At Merlin, we will not disclose any personal information to a third party except as permitted by law and in accordance with the Privacy Act.

In order to fulfil your request for a service or product, your personal information may be provided to contractors working within the organisation. Merlin will ensure that these contractors comply with the Privacy Act.

We will take steps to ensure that the information we hold about you is accurate when we use or disclose it. If you think that we hold information about you that is incorrect in any way, please contact us immediately.

4. Security

Merlin will take all reasonable measures to protect personal information that we hold from misuse, loss, unauthorised access, modification or disclosure. We will, where practicable, destroy or permanently de-identify personal information that is no longer needed. As far as is permissible under law, Merlin accepts no responsibility for the unauthorised access of personal information held by Merlin.

5. Anonymity

Wherever it is lawful and practicable, Merlin will give individuals the option of not identifying themselves when entering into transactions with the organisation.

6. Access to your personal information

You may have access to the personal information [Merlin](#) holds on your behalf on request, except in circumstances where access may be denied under the Privacy Act. [Merlin](#) reserves the right to determine the manner in which the information is accessed.

If you request access to your personal information, you may be charged a fee for costs incurred such as photocopying, administration, retrieval from archive and postage.

7. Privacy Queries and Complaints

If you have any queries or complaints in regard to our collection, use or management of your personal information, please contact our office on (03) 8532 2858 or in writing at:

The Privacy Officer
Merlin Diamonds Limited
Level 1A, 42 Moray Street
Melbourne VIC 3006

If we cannot satisfactorily resolve your concerns you may contact the Privacy Commissioner in writing at:

Director of Compliance
Office of Federal Privacy Commissioner
GPO Box 5218
Sydney NSW 1042

8. Updates of this Privacy Statement

[Merlin](#) reserves the right to change this Privacy Statement at any time by posting revisions on the [Merlin](#) website.

This policy and associated procedures will be reviewed in consultation with relevant parties and on the occasion of any changes or amendments to the relevant legislation and/or every twelve (12) calendar months from the date promulgated.

Updated: August 2016