

Privacy Policy – Regency Jewellers

Effective Date: 24 July 2026

Regency Jewellers ("we", "our", "us") respects your privacy and is committed to protecting your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

Information We Collect

We may collect personal information including:

- Name
- Phone number
- Email address
- Postal address
- Details relating to enquiries, repairs, valuations or purchases
- Information you voluntarily provide when contacting us

How We Collect Information

Information is collected when you:

- Contact us by phone, email or through our website
- Submit an online enquiry
- Visit our showroom
- Purchase products or services
- Request repairs, valuations or other services

Our website may also collect limited technical information such as your IP address, browser type and website usage through cookies and analytics tools.

Why We Collect Your Information

We collect personal information to:

- Respond to enquiries
- Provide quotations
- Complete jewellery sales, repairs and related services
- Process payments where applicable
- Arrange collections or deliveries
- Improve our website and customer experience
- Meet legal and regulatory obligations

Google Ads and Website Analytics

Our website may use Google services, including Google Ads and Google Analytics, to understand website performance and improve advertising.

These services may use cookies or similar technologies to collect anonymous browsing information. You can manage cookie settings through your web browser.

Disclosure of Information

We do not sell or rent your personal information.

We may disclose information where reasonably necessary to:

- Payment providers

- IT and website service providers
- Delivery or courier services
- Professional advisers
- Government authorities where required by law

These providers are only given information necessary to perform their services.

Storage and Security

We take reasonable steps to protect personal information from unauthorised access, misuse, loss or disclosure.

While no online system can be guaranteed to be completely secure, we use reasonable safeguards to protect the information we hold.

Access and Correction

You may request access to the personal information we hold about you or request corrections if you believe it is inaccurate.

Contact

If you have any questions regarding this Privacy Policy or how your information is handled, please contact:

Regency Jewellers

Website: <https://www.regencyjewellersqld.com.au/>

Phone: 07 4031 2924

Email: mail@opals.com.au