ELEGANCE
STONE GALLERY

Privacy Policy

Elegance Stone Gallery Pty Ltd

Last Updated: November 10 2025

Elegance Stone Gallery Pty Ltd (“Elegance Stone Gallery”, “we”, “us”, “our”) is committed to protecting your personal information and ensuring full compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This Privacy Policy explains how we collect, use, store, and safeguard your information when you interact with our website, visit our showroom, request a stone quotation, or purchase natural stone slabs, tiles, or stonemasonry services.

This policy applies to all users of our services, including homeowners, builders, architects, designers, developers, and trade professionals across Melbourne and Australia.

1. Information We Collect

We collect personal and non-personal information required to deliver our stone products and services effectively.

1.1 Personal Information

- Name
- Email address
- Phone number
- Residential or business address
- Delivery or project site details
- Information submitted through quote forms, enquiries, or showroom visits

1.2 Order, Project & Transaction Information

- Products you enquire about or purchase (stone slabs, tiles, benchtops, fabrication services)

- Measurements, design requirements, and installation details
- Delivery instructions
- Payment information (processed securely—card details are not stored by us)

1.3 Website, Analytics & Device Data

Automatically collected when you use our website:

- IP address
- Browser type
- Device type
- Pages visited
- Search queries related to stone products
- Cookies and tracking technologies used for performance and experience optimisation

1.4 Images, Files & Media

Photos or drawings provided for stone selection, fabrication, or installation requirements.

2. How We Collect the Information

- We collect information through:
- Online enquiry forms
- Quotations and bookings
- Email communication
- Phone calls
- In-person showroom visits
- Website analytics tools (Google Analytics, SEO tools, heatmaps)

3. Why We Collect Your Information

We use your information to deliver a smooth and professional customer experience.

We use your information to:

- Provide stone slab, tile, and stonemason quotations
- Confirm stock availability and arrange product viewings
- Prepare orders, deliveries, and fabrication services
- Respond to your enquiries
- Improve our website, product listings, and service offerings
- Send updates, promotions, and new stone arrivals (you may opt out anytime)
- Support warranty, service, or after-sales enquiries
- Meet legal, regulatory, and business compliance obligations

4. Disclosure of Information

We may disclose information to trusted third parties for operational purposes, including:

- Delivery and logistics partners
- Recommended stonemasons (only when relevant to your project)
- Payment processors
- IT service providers, website hosts, CRM platforms, and analytics providers
- Legal or regulatory authorities where require.

We do not sell or rent your information to any external party.

5. Website Tracking, Cookies & SEO Technologies

To optimise user experience and improve search visibility, our website uses cookies and similar technologies to:

- Improve site performance
- Personalise browsing experience
- Analyse traffic patterns and keyword behaviour
- Improve search engine optimisation (SEO) and answer-engine optimisation (AEO)

You may disable cookies in your browser settings, but some features may not operate correctly.

6. Data Storage & Security

We take reasonable steps to protect your personal information from:

- Unauthorised access
- Loss or alteration
- Misuse or disclosure

Your data may be stored in secure, access-controlled servers within Australia or reputable offshore hosting environments compliant with Australian privacy standards.

7. Access, Updates & Correction of Information

You may request access to, or correction of, the personal information we hold.

Contact our privacy officer at:

info@elegancestonegallery.com.au

We typically respond within 30 days.

8. Overseas Data Disclosure

Some third-party providers or cloud platforms may store data overseas.

Where this occurs, we ensure they meet obligations consistent with the Australian Privacy Principles.

9. Marketing Communications

We may send marketing material related to:

- New stone arrivals
- Special announcements
- Product updates
- Care and maintenance guides
- Stonemason or renovation services

You can unsubscribe anytime via the link in our emails or by contacting us directly.

10. Third-Party Links

Our website may include links to external websites, suppliers, stonemasons, or partners.

We are not responsible for their content, terms, or privacy practices.

11. Policy Updates

We may update this Privacy Policy periodically to reflect changes in:

- Legislation
- Technology
- Business operations

The updated version will always be available on our website.

12. Contact Us

For privacy enquiries, data requests, or concerns, please contact:

Elegance Stone Gallery Pty Ltd

Email: info@elegancestonegallery.com.au

Location: Narre Warren, Victoria, Australia