PRIVACY POLICY

INNOVATIVE MINING SERVICES

Innovative Mining Services ("we," "us," or "our") respects your privacy and is committed to protecting the personal information you provide through our website, www.innovativeminingservices.com.au ("Website").

This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

At Innovative Mining Services, we are committed to protecting your privacy and ensuring your personal information is handled in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you interact with our website at www.innovativeminingservices.com.au.

We may collect personal information from you such as your name, email address, phone number, company name, job title, and any other details you voluntarily submit through forms on our website. We also collect technical data including IP addresses, browser type, device identifiers, and information collected via cookies to better understand how our website is used and how we can improve your experience.

Your information is collected when you fill out a contact form, subscribe to our newsletter, make an enquiry, or engage with us on social media. We may also gather data automatically through cookies and website analytics tools such as Google Analytics. This helps us monitor website traffic, improve our services, and tailor our communications to your interests.

We collect this information to provide you with information about our products and services, respond to your enquiries, improve our marketing and customer service efforts, and comply with legal obligations. If you've opted in to receive updates from us, we may send you emails from time to time with news, product updates, or industry insights. You can unsubscribe from these communications at any time.

We do not sell or rent your personal information. However, we may disclose it to trusted third parties who help us operate our website or deliver our services—such as IT providers, marketing partners, or analytics platforms. These providers are required to handle your information securely and in compliance with privacy laws. We may also disclose information if required to do so by law or to protect our legal rights.

Your personal information is stored securely, and we take reasonable steps to protect it from misuse, interference, or unauthorised access. While we use industry-standard security measures, no data transmission over the internet can be guaranteed as 100% secure.

You have the right to access and correct any personal information we hold about you. If you would like to request access or update your details, please contact us using the information below. We will take reasonable steps to respond promptly and assist you with your request.

Our website may contain links to third-party websites. Please note that we are not responsible for the privacy practices of other websites, and we encourage you to read their privacy policies before sharing any personal information.

We may update this Privacy Policy from time to time to reflect changes to our practices, the law, or technology. The latest version will always be published on our website, with the effective date clearly stated.

If you have any questions about this Privacy Policy or how we handle your personal information, or if you would like to make a complaint, please contact us.