

## **Privacy Policy**

**Effective date:** 31 August 2025

**Who we are:** Mine Supply International Pty Ltd (“we”, “us”, “our”, “Mine Supply”, “Mine Supply Int”)

**Contact:** kent@minesupplyint.com

We respect your privacy and are committed to protecting it. This policy explains what personal information we collect, how we use and share it, your rights, and how to contact us.

### **1) Scope**

This policy covers personal information we process about:

- Visitors to our websites and web apps,
- Prospects and customers,
- Event and training attendees,
- People who contact our support or sales teams,
- Individuals whose data we receive from partners and service providers.

Additional, region-specific terms appear in **Section 12**.

### **2) What we collect**

#### **Information you provide**

- Contact details (name, email, phone, company, role)
- Account and authentication data
- Billing details and transaction records (processed by our payment providers)
- Support requests, survey responses, and communications
- Job applications (CV/resume, cover letter, qualifications)

#### **Information collected automatically**

- Device and browser data (IP address, user-agent, language, time zone)
- Usage data (pages viewed, links clicked, referring/exit pages, session timestamps)
- Cookie and similar identifiers—see **Cookies & similar technologies** below

#### **Information from third parties**



- Business contact data from partners and resellers
- Lead enrichment from B2B providers
- Anti-fraud, security, and abuse signals
- Social media or single-sign-on profile basics (when you connect them)

We do not intentionally collect “special categories” of personal data (e.g., health, biometric) or children’s data. If you believe a child has provided us data, contact us and we will delete it.

### **3) Why we use your information (purposes)**

- Provide and improve our sites, products, and services
- Create and manage accounts; authenticate users
- Process orders, payments, and fulfill contracts
- Provide support; respond to inquiries
- Personalize content and measure performance
- Detect, prevent, and investigate security incidents and abuse
- Comply with legal obligations and enforce our agreements
- Market to business contacts (where permitted) and manage preferences

### **Legal bases for EEA/UK processing**

Where the EU/UK GDPR applies, we rely on one or more lawful bases: **contract**, **legitimate interests**, **consent** (for non-essential cookies/marketing, where required), and **legal obligation**. You may withdraw consent at any time, without affecting prior processing.

### **4) Cookies & similar technologies**

We use cookies, SDKs, pixels, and local storage to operate the site, remember settings, understand usage, and (where applicable) tailor marketing. Where law requires consent for non-essential cookies (e.g., EU/UK), we obtain it before setting them and honor withdrawal at any time via our preferences tool.

### **5) How we share information**

We share personal information with:

- **Service providers** acting on our instructions (hosting, analytics, communications, payment processing, customer support, security)

- **Professional advisors** (lawyers, accountants, auditors)
- **Business partners/resellers** (for joint selling or service delivery, with appropriate safeguards)
- **Authorities** when required by law or to protect rights, safety, and security
- **Successors** in the event of a merger, acquisition, or asset transfer (with notice where required)

We do not sell personal information for money. Where laws define “sale” or “share” to include certain advertising/analytics disclosures, see **California residents** below for opt-out rights.

## **6) International transfers**

We operate globally. When transferring personal information internationally, we implement legally recognized safeguards (e.g., Standard Contractual Clauses) and assess the transfer context. Where required, we will obtain your consent or provide additional transparency.

## **7) Retention**

We retain personal information only as long as needed for the purposes above, to comply with legal obligations (including tax, accounting, and audit), and to resolve disputes. We apply documented retention criteria and delete or anonymize data when no longer needed.

## **8) Security**

We use administrative, technical, and physical controls appropriate to the nature of the data and risks involved (access controls, encryption in transit, network and application security measures, staff training). No system is perfectly secure; if we detect a breach, we will notify affected individuals and regulators where required by law.

## **9) Your privacy choices**

- **Marketing:** You can unsubscribe via any email or adjust preferences in your account.
- **Cookies:** Use our cookie banner or preferences center to accept/reject non-essential cookies; you can also use browser controls.
- **Account data:** You can access, update, or delete certain information in your account dashboard or by contacting us.

## **10) How to exercise your rights**

Send requests to [privacy@yourcompany.com]. To protect your data, we may ask you to verify your identity and specify your request. We will respond within the timelines required by applicable law. If we cannot fully comply (e.g., legal obligations, overriding interests), we will explain the reasons.

## **11) Complaints**

If you have concerns, contact us first. You may also have the right to lodge a complaint with your local data protection authority (see **Section 12** for region-specific contacts).

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## **12) Region-specific information**

### **A) European Economic Area (EEA) & United Kingdom**

- **Controller:** [Your Company Pty Ltd] (and, if applicable, our EU/UK representative: [Entity, address, email]).
- **Your rights:** access, rectification, erasure, restriction, portability, objection, and not to be subject to automated decisions producing legal or similarly significant effects, plus the right to withdraw consent. You also have the right to lodge a complaint with your supervisory authority (e.g., your local DPA or the ICO in the UK).
- **Cookies/consent:** we seek prior consent for non-essential cookies and provide an easy, equal choice to accept or reject.

### **B) United States — California**

- **Scope:** This subsection explains rights under the California Consumer Privacy Act as amended by the CPRA.
- **California rights:** to know/access categories and specific pieces of personal information; to delete; to correct; to opt-out of the “sale” or “sharing” of personal information; to limit use/disclosure of sensitive personal information; and to be free from discrimination for exercising these rights. We recognize and honor browser-based opt-out signals where required. You may use an authorized agent.
- **How to exercise:** email kent@minesupplyint.com
- **Metrics:** Upon request, we can provide information on requests received and our average response times.

### **C) Australia**

- We manage personal information in an open and transparent way and maintain this policy to meet the Australian Privacy Principles (APPs). You may request access and correction, and you can complain to the **Office of the Australian Information Commissioner (OAIC)** if you are not satisfied with our response. For cross-border disclosures, we take reasonable steps to ensure recipients comply with the APPs or equivalent protections.

#### **D) Canada**

- We follow the ten **PIPEDA** fair information principles when handling personal information in the course of commercial activities. You can request access to, and correction of, your personal information, and you may bring concerns to the **Office of the Privacy Commissioner of Canada (OPC)**.

#### **E) South Africa**

- Under **POPIA**, you have rights to be notified of collection and data breaches, to access and request correction or deletion, to object to processing (including direct marketing), not to be subject solely to automated decisions in certain cases, and to lodge complaints with the **Information Regulator (South Africa)**.

#### **F) Other regions**

- **Brazil (LGPD), Singapore (PDPA), Thailand (PDPA), Japan (APPI), Republic of Korea (PIPA), New Zealand (Privacy Act 2020), Nigeria (NDPR), Kenya (DPA 2019)**, and other jurisdictions provide additional rights (often including access, correction, deletion, portability, and objection/consent withdrawal). We will honor your rights under the laws that apply to you. Region-specific details or local contacts are available on request at [kent@minesupplyint.com](mailto:kent@minesupplyint.com).

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### **13) Third-party links and services**

Our sites may link to third-party websites or embed third-party tools (e.g., maps, video, social media widgets). Those providers process your information under their own policies.

### **14) Automated decision-making**

We do not use automated decision-making that produces legal or similarly significant effects without human involvement. If we introduce such processing, we will provide required notices and choices.

### **15) Changes to this policy**



We may update this policy to reflect changes in our practices or the law. If we make material changes, we will post a notice on our site and update the effective date. Continued use of the site after the effective date means you acknowledge the updated policy.

#### **16) How to contact us**

Questions or requests about this policy or your personal information can be sent to **[kent@minesupplyint.com](mailto:kent@minesupplyint.com)**