

Vallumier Diamonds — Privacy Policy

Last updated: 30 September 2026

1. Who we are and where this applies

Vallumier (ABN 52 875 141 690) handles personal information when you visit vallumier.com, use the linked ring builder, enquire, order jewellery, request aftercare, leave a review or subscribe to marketing. This policy covers our connected Shopify storefront and Base44 ring builder. Contact info@vallumier.com or PO Box 12578, Adelaide St, Brisbane City QLD 4000. Third-party providers may also have their own notices about their independent processing.

2. What we collect and why

We may collect your name, contact, billing and delivery details; order, payment-status and shipping records; correspondence; ring size, diamond specifications, design selections, engraving or birthstone instructions; and information needed for resizing, returns or support. A public review may contain the name, text or image you choose to submit. Do not include unnecessary sensitive information in an engraving, review or message. We use these details to answer enquiries, confirm specifications, process and fulfil orders, personalise jewellery, arrange delivery and insurance, provide aftercare, resolve disputes, prevent fraud and keep records required by law.

Shopify, Base44 and analytics services may collect IP address, device and browser information, cookie identifiers and activity such as pages visited or selections made. Google Analytics helps us understand site use. Some technical information is collected when you browse without identifying yourself by name. You may decline to supply information, but we may then be unable to fulfil an order or respond fully to a request.

3. Payments and communications

The checkout payment provider processes card payments; we receive payment status and transaction details needed for the order and accounting. Do not email full payment-card details. We send order and service messages as needed. We send promotional emails only with consent or another basis permitted by law. Each promotional message identifies us and provides a way to unsubscribe. Unsubscribing does not stop necessary order communications. We do not treat a contact enquiry alone as blanket marketing consent.

4. Cookies and analytics

Shopify and Base44 use technologies needed to operate the storefront and builder, remember choices and protect transactions. Google Analytics may use cookies or similar identifiers to measure visits and site performance. Available cookie controls on the website, your browser settings and relevant provider settings may allow you to manage optional technologies. Blocking essential technologies can affect the site.

5. Sharing and overseas handling

We share only information reasonably needed with Shopify and Base44 for site operation; the checkout payment provider for payments; Google for analytics; communications, recordkeeping, shipping and insurance providers; and our manufacturer to make jewellery. A manufacturer outside Australia may receive design and production instructions, including engraving text and a name if you ask for that name to be engraved. We normally arrange shipping ourselves and do not send the manufacturer your name and address for direct shipment. If that practice changes for an order, we will explain it before disclosing the details. We may also disclose information when required or authorised by law or with your consent.

Our manufacturer is outside Australia, and technology providers may process information or permit access from other countries. Contact us before placing an order if you would like to know the manufacturer's country for your piece. Provider locations can vary with their service configuration; contact us for information about the overseas handling relevant to your order. Where the Australian Privacy Principles apply to us, we take the steps required for overseas disclosures. This paragraph is not a claim that every provider receives every category of information.

6. Reviews, security and retention

If you submit a review for public display, its contents and the identifying details you include may be visible to others. We do not ordinarily publish private messages, engraving instructions or personal stories as marketing without appropriate permission. We limit access to information to those who need it and take reasonable steps to protect it from loss, misuse and unauthorised access or disclosure. No online system is perfectly secure. We keep information for as long as reasonably needed to fulfil the purposes above, meet legal recordkeeping obligations and resolve disputes, then take reasonable steps to delete or de-identify it where appropriate.

7. Access, correction and complaints

Email info@vallumier.com to request access to information we hold about you, correct it, change marketing preferences or make a privacy complaint. We may verify identity before releasing or changing information. We will investigate and respond within a reasonable time, including reasons if a request cannot be fulfilled. If the Privacy Act 1988 applies and you remain dissatisfied with a privacy complaint, you may contact the Office of the Australian Information Commissioner at oaic.gov.au.

8. Changes

We may update this policy as our providers and practices change. We will publish the revised date and give further notice or seek consent where required by law.