

Privacy Policy - FROMM Packaging Australia

Effective Date: 1st January 2026

Approved By: Graeme Wood, Managing Director

Review Cycle: Annually

Fromm Packaging Australia Pty Ltd ("we", "us", "our") is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

Collection of Personal Information

We may collect personal information that you voluntarily provide to us when you:

- Submit enquiries through our website
- Subscribe to communications or newsletters
- Register for services
- Complete forms or surveys
- Interact with our website, including blog comments

The personal information we collect may include your name, email address, mailing address, phone number, business details and other relevant contact information.

You may choose not to provide personal information; however, this may limit your ability to access certain features or services.

Cookies and Website Data

We use cookies and similar technologies to enhance your browsing experience and understand how users interact with our website.

We may also collect non-personal information such as:

- Browser type
- Device type
- Operating system
- Internet service provider
- Website usage data

This information is used to improve website functionality and user experience.

Purpose of Collection

We collect and use personal information to:

- Provide and improve our products and services
- Respond to enquiries and customer requests
- Process transactions and manage accounts

- Send updates, promotions and newsletters (where consent is provided)
- Improve website performance and user experience
- Disclosure of Personal Information

We may disclose your personal information to:

- Service providers (including IT systems, hosting providers, marketing platforms and payment processors)
- Professional advisers (such as accountants, auditors or legal advisers)
- Government or regulatory authorities where required by law

We take reasonable steps to ensure that any third parties handle your information securely and in accordance with privacy laws.

Overseas Disclosure

We may disclose personal information to third-party service providers located overseas (for example, cloud or software providers).

Where we do so, we take reasonable steps to ensure those providers comply with the Australian Privacy Principles or equivalent standards.

Data Security

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

These measures include secure systems, restricted access controls and staff training. However, no method of transmission over the internet is completely secure.

Direct Marketing and Anti-Spam

By providing your contact details, you consent to receiving communications from us, including promotional material and newsletters.

We comply with the Spam Act 2003 (Cth). You can opt out of marketing communications at any time by using the unsubscribe link or contacting us directly.

Access and Correction

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

To do so, please contact us using the details below. We will respond within a reasonable timeframe.

Complaints

If you believe we have breached your privacy rights, you may lodge a complaint by contacting us.

We will investigate your complaint and respond within a reasonable period.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites.

We encourage users to review the privacy policies of any external websites they visit.

Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will take effect immediately upon publication on our website.

We encourage you to review this policy periodically.

Contact Us

If you have any questions, requests or complaints regarding this Privacy Policy, please contact us:

Email: info@fromm-pack.com.au

Phone: 1800 023 890