

Privacy policy

BME Packaging

Privacy Policy

Last updated: February 2026

BME Packaging (“BME Packaging”, “we”, “our”, or “us”) is committed to protecting your privacy and handling personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information when you interact with our website, products, and services.

1. What Is Personal Information?

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not, and whether recorded in a material form or not.

2. What Personal Information We Collect

We may collect the following types of personal information:

- Full name
- Business name
- ABN (if applicable)
- Email address
- Phone number
- Billing and delivery address
- Payment details
- Order history and transaction records
- Website usage data (IP address, browser type, device data)
- Any other information you voluntarily provide to us

We only collect personal information that is reasonably necessary for our business operations.

3. How We Collect Personal Information

We may collect your personal information when you:

- Submit an enquiry via our website
- Request a quote
- Place an order
- Approve artwork or production proofs
- Subscribe to marketing communications
- Contact us via phone, email, or social media
- Interact with our website (including through cookies and analytics tools)

We may also collect information from third parties, such as:

- Payment processors
 - Shipping providers
 - Marketing or analytics platforms
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4. Why We Collect Personal Information

We collect and use personal information for purposes including:

- Processing orders and payments
- Manufacturing and delivering products
- Providing customer support
- Responding to enquiries
- Managing accounts and credit arrangements
- Improving our products and services
- Sending marketing communications (where permitted by law)
- Complying with legal and regulatory obligations

We will only use your personal information for the purpose for which it was collected, or for a related purpose permitted by law.

5. Marketing Communications

We may send you promotional or marketing communications about our products and services.

You may opt out at any time by:

- Clicking the unsubscribe link in our emails, or
- Contacting us directly using the details below.

We comply with the Spam Act 2003 (Cth) in relation to electronic marketing.

6. Disclosure of Personal Information

We may disclose your personal information to:

- Employees and contractors
- Manufacturing partners
- Freight and logistics providers
- Payment processors
- IT and cloud service providers
- Professional advisers (lawyers, accountants)
- Government authorities where required by law

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

7. Overseas Disclosure

Some of our service providers (including cloud storage or payment providers) may store or process personal information outside Australia.

Where this occurs, we take reasonable steps to ensure that overseas recipients comply with the Australian Privacy Principles or are subject to substantially similar privacy protections.

8. Website Cookies and Analytics

Our website may use:

- Cookies
- Analytics tools (such as Google Analytics)
- Tracking pixels

These tools help us:

- Understand website traffic and user behaviour
- Improve user experience
- Measure marketing performance

You may adjust your browser settings to refuse cookies; however, some website functionality may be affected.

9. Data Security

We take reasonable steps to protect personal information from:

- Misuse
- Interference
- Loss
- Unauthorised access
- Modification
- Disclosure

Security measures may include:

- Secure servers
- Encrypted payment processing
- Access controls

- Password-protected systems

10. Access and Correction

You have the right to:

- Request access to your personal information; and
- Request correction of inaccurate, incomplete, or outdated information.

To make a request, please contact us using the details below. We may require verification of identity before processing your request.

11. Retention of Information

We retain personal information only for as long as necessary to:

- Fulfil the purposes outlined in this policy;
- Comply with legal obligations;
- Resolve disputes; or
- Enforce agreements.

When personal information is no longer required, we take reasonable steps to securely destroy or de-identify it.

12. Complaints

If you believe we have breached the Australian Privacy Principles, you may lodge a complaint by contacting us.

We will:

- Acknowledge your complaint within a reasonable time; and
- Investigate and respond as required under Australian law.

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

13. Changes to This Policy

We may update this Privacy Policy from time to time.

The most current version will always be available on our website, and the “Last updated” date will be revised accordingly.

14. Contact Us

For any questions, access requests, or privacy concerns, please contact:

BME Packaging

Email: [Insert Email Address]

Phone: [Insert Phone Number]

Address: [Insert Business Address]