

Privacy Policy

GreenFalls Packaging

Last updated: 27/07/2026

1. Introduction

GreenFalls Packaging ("**we**", "**us**", "**our**") ABN 68 877 483 850 respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and disclose personal information when you visit greenfalls.com.au (the "**Website**") or purchase products from us.

By using the Website, you agree to the collection and use of information in accordance with this policy.

2. What Personal Information We Collect

We may collect the following types of personal information:

- Contact details: name, email address, phone number, delivery/billing address
- Order and payment information: purchase history, billing details (payment card details are processed securely by our third-party payment provider and are not stored by us)
- Account information: if you create an account, your login details and order preferences
- Communications: any information you provide when contacting us, subscribing to our newsletter, or leaving a review
- Technical information: IP address, browser type, device information, and browsing behaviour on our Website, collected automatically via cookies and analytics tools

3. How We Collect Information

We collect personal information when you:

- Place an order or create an account on our Website
- Contact us via email, phone, or our contact form
- Subscribe to our newsletter or marketing communications
- Browse our Website (via cookies and tracking technologies)
- Interact with our social media pages

4. Cookies and Tracking Technologies

Our Website uses cookies and similar tracking technologies, including **Google Analytics** and **Meta (Facebook) Pixel**, to:

- Understand how visitors use our Website
- Measure the effectiveness of our marketing and advertising
- Improve our products, services, and user experience
- Show you relevant advertising on other platforms (remarketing)

These tools may collect information such as your IP address, pages visited, time spent on the Website, and device/browser details. You can control or disable cookies through your browser settings, though this

may affect how the Website functions. You can also opt out of Google Analytics tracking using the Google Analytics Opt-out Browser Add-on (tools.google.com/dlpage/gaoptout), and manage Meta ad preferences through your Facebook/Instagram account settings.

5. How We Use Your Information

We use personal information to:

- Process and deliver your orders
- Communicate with you about orders, enquiries, or account matters
- Send marketing communications (only where you have opted in, and you may unsubscribe at any time)
- Improve our Website, products, and customer service
- Comply with legal and regulatory obligations
- Detect and prevent fraud or misuse of our Website

6. Disclosure of Information

We do not sell your personal information. We may share your information with:

- Payment processors (e.g. Stripe, PayPal, or similar) to process transactions
- Delivery and courier partners to fulfil your orders
- IT service providers and hosting providers who support our Website
- Analytics and advertising platforms (Google, Meta) as described above
- Government or regulatory bodies, where required by law

Some of these third parties may store or process data on servers located outside Australia (for example, in the United States, where Google and Meta's servers are located). Where this occurs, we take reasonable steps to ensure your information is handled consistently with the Australian Privacy Principles.

7. Data Security

We take reasonable technical and organisational measures to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure. However, no method of transmission over the internet is completely secure, and we cannot guarantee absolute security.

8. Access and Correction

You have the right to request access to, or correction of, the personal information we hold about you. To make a request, contact us using the details below. We will respond within a reasonable time and may need to verify your identity before releasing information.

9. Complaints

If you believe we have breached the Australian Privacy Principles or mishandled your personal information, please contact us first so we can attempt to resolve the issue. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated "Last updated" date. We encourage you to review this policy periodically.

11. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us:

GreenFalls Packaging

Email: team@greenfalls.com.au

Phone: +61 435 819 524

Address: 53 Moorookyle Ave, Tarneit VIC 3029