PACIFIC RIM INDUSTRIES

Privacy Policy

Last updated: 2 November 2026

1. Introduction

Pacific Rim Industries ("Pacific Rim", "we", "us" or "our") respects your privacy and is committed to handling personal information in accordance with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs), where applicable.

This Privacy Policy explains how we collect, hold, use and disclose personal information when you visit our website, contact us, request a quotation, establish or maintain a trade account, purchase or enquire about our products, or otherwise deal with us.

For this policy, "personal information" has the meaning given to it by the Privacy Act: information or an opinion about an identified individual, or an individual who is reasonably identifiable.

2. Personal information we collect

Depending on how you interact with us, we may collect:

- Identity and contact details, such as name, business role, business name, postal or delivery address, email address and telephone number.
- Account and transaction information, such as trade account applications, purchase orders, quotations, invoices, payment and credit-related details, order history and delivery instructions.
- Business communications, including enquiries, feedback, complaints and correspondence.
- Website and technical information, such as IP address, browser and device details, pages viewed, approximate location derived from technical data, and information collected through cookies or similar technologies.
- Recruitment or employment information if you apply for a role or work with us.

We generally do not seek to collect sensitive information. If sensitive information is required for a particular purpose, we will handle it in accordance with applicable law.

3. How we collect personal information

We may collect personal information directly from you when you contact us, complete a website form, request a quotation, apply for a trade account, place an order, arrange a delivery, subscribe to communications or apply for employment.

We may also receive information from your employer or business, authorised representatives, suppliers, logistics and delivery providers, credit or trade references, publicly available sources, and service providers

supporting our business. Where we collect information from another source, we take reasonable steps to ensure you are aware of the collection where required by law.

4. Why we collect, use and disclose information

We may collect, hold, use and disclose personal information for purposes including:

- Responding to enquiries and providing product information, quotations and customer support.
- Establishing and administering trade accounts and business relationships.
- Processing orders, payments, invoicing, deliveries, returns and warranties.
- Coordinating transport, freight, site access and delivery appointments.
- Assessing credit or trade account applications and managing payment risk.
- Managing suppliers, contractors and business operations.
- Sending product updates or marketing communications where permitted by law. You can opt out of marketing at any time using the unsubscribe method provided or by contacting us.
- Maintaining and improving our website, security, services and customer experience.
- Meeting legal, regulatory, accounting and insurance obligations, and responding to lawful requests.

We may disclose information to our employees and related entities (where applicable), IT and website providers, cloud or data-storage providers, payment and accounting providers, professional advisers, credit reporting or trade reference providers where permitted, freight and delivery companies, and other service providers who assist us. We do not sell personal information.

5. Website cookies and analytics

Our website may use cookies and similar technologies to support website functionality, understand website traffic and improve the user experience. These technologies may collect technical and usage information.

You can manage cookies through your browser settings. Disabling certain cookies may affect website functionality. Before publishing, Pacific Rim Industries should verify which cookies, analytics tools and third-party website services are actually in use and update this section accordingly.

6. How we hold and protect personal information

We may hold personal information in electronic systems, business software, email, databases and paper records. We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification or disclosure. Measures may include access controls, secure systems, staff procedures and service-provider controls.

No method of electronic storage or transmission is completely secure. We take reasonable steps appropriate to the circumstances to protect the information we hold.

7. Overseas disclosure

Some service providers or systems used by us may store or process information outside Australia. If we are likely to disclose personal information to overseas recipients, we will identify the countries involved in this policy where it is practicable to do so and take steps required by the Privacy Act.

[Pacific Rim Industries must confirm whether any personal information is disclosed to overseas recipients, including through cloud hosting, software or support providers. Add the relevant countries here, or revise this statement if overseas disclosure is not likely.]

8. Access and correction

You may request access to personal information we hold about you and ask us to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading.

To make a request, contact us using the details in section 12. We may need to verify your identity before responding. We will respond within a reasonable period and in accordance with the Privacy Act. In some circumstances, the law may allow or require us to refuse access or correction; if this occurs, we will explain our decision where required.

9. Privacy complaints

If you believe we have handled your personal information in a way that breaches applicable privacy law, please contact us using the details in section 12. Please describe your concern and provide relevant details.

We will acknowledge and investigate your complaint and aim to respond within 30 days. If we need more time, we will let you know. If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner (OAIC). The OAIC's website is https://www.oaic.gov.au and its privacy enquiries line is 1300 363 992.

10. Retention and destruction

We retain personal information for as long as reasonably necessary for the purposes for which it was collected, including to provide services, maintain business records, resolve disputes and meet legal obligations. When information is no longer required, we take reasonable steps to securely destroy or de-identify it, unless we are required or authorised by law to retain it.

11. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes to our practices, technology or legal obligations. The updated version will be published on our website with a revised "Last updated" date.

12. Contact us

For privacy enquiries, access or correction requests, or complaints, contact:

Privacy Officer

Pacific Rim Industries

Email: joe@pacificrimindustries.com.au

Telephone: (02) 9069 5816

Postal address: 2/21 Huntsmore Road, Minto NSW 2566

Website: https://pacificrimindustries.com.au/