

Privacy Policy for Silo Bag Solutions

Effective Date: October, 2024

Silo Bag Solutions is committed to protecting the privacy of our customers and website users. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information when you visit our website or interact with our services.

1. Information We Collect

We may collect the following types of personal information:

- Personal Identifiers: Name, email address, phone number, postal address.
- Payment Information: Credit card or bank details (only collected when you make a purchase).
- Device and Usage Information: IP address, browser type, operating system, and information about your interactions with our website.
- Other Information: Any other information you voluntarily provide to us through forms, surveys, or communication.

2. How We Use Your Information

We use the personal information we collect for the following purposes:

- Providing Services: To process your orders, deliver products, and manage customer relationships.
- Communication: To respond to inquiries, send transactional emails, and provide updates on new products or services.
- Improving Our Website and Services: To analyse website usage, improve user experience, and ensure our website functions correctly.
- Marketing: With your consent, to send you promotional materials or special offers that we believe may interest you.
- Legal Compliance: To comply with legal obligations, prevent fraud, and ensure the safety of our website.

3. Sharing of Information

We may share your personal information with:

- Service Providers: Third-party vendors who assist us in website operations, payment processing, shipping, or marketing activities.
- Legal Authorities: When required by law, such as in response to a court order or government investigation.
- Business Transfers: In the event of a merger, acquisition, or sale of all or part of our business, your personal information may be transferred.

We do not sell or rent your personal information to third parties for marketing purposes.

4. Cookies and Tracking Technologies

Our website may use cookies and similar tracking technologies to enhance user experience and analyse website performance. You can control the use of cookies through your browser settings, though disabling them may affect your ability to use certain features of our website.

5. Data Security

We implement reasonable security measures to protect your personal information from unauthorized access, disclosure, or misuse. However, no data transmission or storage system is 100% secure, and we cannot guarantee absolute security.

6. Your Rights

You have the following rights regarding your personal information:

- Access: You can request a copy of the personal information we hold about you.
- Correction: You can ask us to correct any inaccurate or incomplete information.
- Deletion: You can request the deletion of your personal information, subject to legal or contractual obligations.
- Opt-Out: You can opt out of receiving marketing communications by following the unsubscribe instructions in the email or by contacting us directly.

7. Third-Party Links

Our website may contain links to third-party websites. This Privacy Policy does not apply to these third-party sites, and we encourage you to review their privacy policies before sharing any personal information.

8. Changes to This Policy

We may update this Privacy Policy from time to time. When we make changes, we will revise the "Effective Date" at the top of this policy. We encourage you to review this policy periodically to stay informed about how we protect your information.

9. Contact Us

If you have any questions or concerns regarding this Privacy Policy, please contact us at:

Silo Bag Solutions

Email: customerservice@silobagsolutions.com.au