PACKMAN PRIVACY POLICY

Effective Date: 5 October 2026
Website: www.packmanpacking.co.za

1. Introduction

PackMan Packing respects your privacy and is committed to handling personal information responsibly.

This Privacy Policy explains the types of personal information we may collect when you use our website, submit an enquiry, request a quotation or interact with PackMan.

2. Information We May Collect

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

- Full name
- Company name
- Job title or role
- Email address
- Telephone number
- Company details
- Billing information
- Delivery information
- Product or packing requirements
- Estimated quantities
- Messages or enquiry information
- Artwork, product references or files uploaded with an enquiry
- Website usage and technical information
- Marketing preferences

2.1. Data Minimisation

We only request information reasonably relevant to providing our services, communicating with you or managing our business relationship.

3. How We Collect Information

Personal information may be collected when you:

- Complete a website enquiry form
- Request a quotation
- Contact us by email or telephone
- Become a customer or supplier
- Provide information during an order
- Subscribe to marketing communications
- Browse our website
- Interact with cookies or website analytics tools

4. How We Use Your Information

We may use personal information to:

- Respond to enquiries
- Prepare quotations
- Assess packing requirements
- Communicate regarding projects or orders
- Manage customer and supplier relationships
- Process and fulfil confirmed orders
- Arrange delivery or collection
- Issue invoices and other business documentation
- Provide customer support
- Maintain business records
- Improve our products, services and website
- Meet legal, regulatory and accounting obligations
- Send marketing communications where permitted

4.1. Sale of Information

We do not sell or rent personal information to third parties.

5. Sharing of Personal Information

Where reasonably necessary, information may be shared with service providers that assist us with functions such as:

- Website hosting
- Information technology
- Email services
- Website analytics
- Delivery and courier services
- Professional advisers
- Accounting or administrative services
- Production or operational services

5.1. Legal Disclosure

We aim to share only the information reasonably necessary for the relevant purpose.

Information may also be disclosed where required by law or a lawful regulatory process.

6. Data Security

PackMan takes reasonable technical and organisational measures to protect personal information against:

- Unauthorised access
- Loss
- Misuse
- Alteration

- Unauthorised disclosure

6.1. Access Controls

Access to personal information is limited to persons who reasonably require access for legitimate business purposes.

7. Data Retention

Personal information will be retained only for as long as reasonably required for the purpose for which it was collected, our ongoing business relationship, or applicable legal, tax, accounting or regulatory requirements.

8. Marketing Communications

Where PackMan sends marketing communications, recipients may request to unsubscribe or withdraw their consent.

Operational communications relating to quotations, orders, accounts or existing business relationships may still be sent where necessary.

9. Cookies

Our website may use cookies and similar technologies to support website functionality, understand website usage and improve user experience. Further information is available in our Cookie Policy.

10. Your Rights

Subject to applicable law, you may request:

- Access to personal information held about you
- Correction of inaccurate or outdated information
- Deletion of information where legally permissible
- Objection to certain processing
- Withdrawal of consent where processing is based on consent

10.1. Submitting a Request

Requests may be submitted to sales@packmanpacking.co.za. We may need to verify your identity before acting on a request.

11. Third-Party Websites

Our website may contain links to websites operated by other organisations. PackMan is not responsible for the privacy practices of third-party websites, and users should review the privacy policies applicable to those websites.

12. Changes to This Privacy Policy

PackMan may update this Privacy Policy periodically. The most recent version will be published on www.packmanpacking.co.za.

13. Contact

For privacy-related queries:

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