



## Privacy Policy for FPS Food Processing Systems

Effective Date: 30/09/2024

At FPS Food Processing Systems, we are committed to protecting your privacy and ensuring that your personal information is handled securely and responsibly. This Privacy Policy outlines how we collect, use, share, and protect your personal data when you engage with our products, services, and website. It also explains your rights regarding your personal data.

### 1. Information We Collect

We may collect the following types of personal information from you:

- **Personal Identification Information:** Name, email address, phone number, mailing address, and other contact details.
- **Business Information:** Company name, job title, business contact information.
- **Financial Information:** Payment details, billing information, and transaction history.
- **Technical Data:** IP address, browser type, operating system, device type, and browsing behaviour on our website.
- **Other Information:** Any other data you provide to us, such as through surveys, feedback forms, or product inquiries.

### 2. How We Collect Information

We collect personal data through:

- **Direct Interactions:** When you fill out forms, contact us, or engage with us through our website, events, or sales activities.
- **Automated Technologies:** Cookies and other tracking technologies that collect technical information about your interactions with our website.
- **Third Parties:** Data shared with us by suppliers, vendors, and other business partners in the supply chain.

### 3. How We Use Your Information

We use your personal data to:

- Provide, maintain, and improve our products and services.
- Process transactions and manage orders, invoices, and shipments.
- Respond to your inquiries, complaints, and feedback.
- Personalize your experience and provide targeted content or advertisements.
- Conduct market research, surveys, and analysis.
- Comply with legal obligations and protect the security and integrity of our operations.

#### 4. Sharing Your Information

We may share your personal data with:

- **Service Providers:** Third-party vendors who assist in operational functions such as payment processing, IT support, and shipping.
- **Business Partners:** Suppliers, contractors, or distributors necessary to fulfill your orders or requests.
- **Legal Authorities:** In cases where we are required to comply with laws, regulations, or legal requests.
- **Corporate Transactions:** In the event of a merger, acquisition, or asset sale, your personal information may be transferred as part of the business transaction.

We do not sell your personal data to third parties.

#### 5. Data Security

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. This includes encryption, firewalls, secure servers, and access controls.

#### 6. Data Retention

We retain personal information for as long as necessary to fulfill the purposes for which it was collected, or as required by applicable laws and regulations.

#### 7. Your Rights

Depending on your location and applicable laws, you may have the following rights regarding your personal data:

- **Access:** The right to request a copy of your personal data.
- **Rectification:** The right to correct inaccurate or incomplete information.
- **Deletion:** The right to request the deletion of your personal data.
- **Restriction:** The right to restrict the processing of your data under certain conditions.
- **Objection:** The right to object to certain types of processing, such as direct marketing.
- **Data Portability:** The right to receive your personal data in a structured, commonly used format.

To exercise any of these rights, please contact us at [Contact Information].

#### 8. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your experience on our website. You can manage your cookie preferences through your browser settings.

#### 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with the updated effective date.

#### 10. Contact Us

If you have any questions or concerns about this Privacy Policy, or if you wish to exercise your privacy rights, please contact us at:

**FPS Food Processing Systems**  
1510 Ipswich Road, Rocklea, 4106, Queensland, Australia  
(+61) 0406 457 929  
sales@fpspro.net

By using our services or accessing our website, you acknowledge that you have read and understand this Privacy Policy.