



Privacy Statement

Last updated: 15/09/2026

Persis Advanced Materials Solutions ("Persis AMS", "we", "us", or "our") respects your privacy and is committed to protecting personal information that we collect and hold.

This Privacy Statement explains how we collect, use, disclose, store and protect personal information when you visit our website, contact us, request information, submit an enquiry, request a quotation, or otherwise interact with Persis AMS.

Persis AMS operates in Australia and this Privacy Statement is intended to reflect applicable Australian privacy requirements, including the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**, to the extent they apply to us.

1. Scope of This Privacy Statement

This Privacy Statement applies to personal information collected through:

- the Persis AMS website;
- website contact and enquiry forms;
- email communications;
- quotation and product enquiries;
- customer and prospective customer communications;
- technical or commercial enquiries;
- business development activities; and
- other interactions between you and Persis AMS.

This Privacy Statement does not necessarily apply to information that cannot reasonably identify an individual.

2. What Is Personal Information?

For the purposes of this Privacy Statement, personal information generally means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is recorded in material form or not.

Depending on how you interact with us, the personal information we collect may include:

- name;
- job title or position;
- company or organisation name;
- email address;
- telephone number;
- business address;
- correspondence address;
- information contained in enquiries or communications;
- information about products or services you are interested in;
- information provided when requesting a quotation;
- information relating to your business requirements; and
- other information you voluntarily provide to us.

We generally do not require sensitive personal information to conduct our business.

Please do not provide sensitive personal information through the Website unless it is reasonably necessary and you have been specifically asked to provide it.

3. How We Collect Personal Information

We may collect personal information directly from you when you:

- complete a contact or enquiry form;
- request a quotation;
- contact us by email or telephone;
- request technical or product information;
- communicate with us regarding our products or services;
- subscribe to business communications;
- enter into a business relationship with us; or
- otherwise voluntarily provide information to us.

We may also collect certain technical information automatically when you use our Website.

Where reasonably practicable, we will collect personal information directly from you.

In some circumstances, we may collect information from third parties, such as business partners, service providers, publicly available business information or professional networks, where permitted by applicable law.

4. Website and Technical Information

When you visit our Website, certain technical information may be collected automatically.

Depending on the Website configuration and services we use, this may include:

- IP address;
- browser type;
- device type;
- operating system;
- referring website;
- pages viewed;
- date and time of access;
- approximate geographic information;
- Website interaction information; and
- other technical information relating to Website usage.

This information may be collected through server logs, cookies, analytics tools and similar technologies.

We may use this information to:

- operate and maintain the Website;
- improve Website functionality;
- understand how visitors use the Website;
- monitor Website performance;
- identify technical problems;
- protect the Website against security threats; and
- improve our products, services and online communications.

5. Cookies

Our Website may use cookies and similar technologies.

Cookies are small files that may be stored on your device when you visit a website. They can help a website recognise your browser and remember certain information.

We may use cookies for purposes such as:

- Website functionality;
- security;
- remembering preferences;
- Website analytics;
- understanding Website traffic;
- improving user experience; and
- measuring the effectiveness of our online activities.

Some cookies may be placed by third-party service providers that provide services to us.

You can generally manage or disable cookies through your browser settings. However, disabling cookies may affect certain Website functionality.

Where required by applicable law, we will obtain consent before using non-essential cookies or similar technologies.

6. Analytics

We may use analytics services to understand how visitors use our Website.

Analytics information may include information such as:

- pages visited;
- approximate location;
- device and browser information;
- time spent on pages;
- referral sources; and
- general Website interaction information.

We use this information primarily in aggregated or statistical form to improve our Website, marketing and services.

Any third-party analytics provider we use may collect and process information in accordance with its own privacy Statement and applicable contractual arrangements.

7. Why We Collect and Use Personal Information

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

- responding to enquiries;
- providing product information;
- preparing quotations;
- supplying products and services;
- communicating with customers and prospective customers;
- understanding customer requirements;
- providing technical or commercial information;
- managing business relationships;
- processing orders and transactions;
- improving our products and services;
- improving and maintaining our Website;
- conducting business development and marketing activities;
- managing Website security;
- preventing fraud, misuse or unlawful activity;
- complying with legal and regulatory obligations; and
- other purposes reasonably necessary for operating our business.

We will generally only use personal information for purposes that are reasonably expected in the circumstances or otherwise permitted by applicable law.

8. Direct Marketing

From time to time, Persis AMS may send business-related communications, including information about:

- products;
- new materials and technologies;
- technical information;
- services;

- industry developments;
- company announcements; and
- other information that may be relevant to our customers or business contacts.

Where required by law, we will obtain consent before sending direct marketing communications.

You may opt out of receiving marketing communications at any time by using the unsubscribe facility provided in the communication or by contacting us.

Opting out of marketing communications will not prevent us from sending important communications relating to an existing business relationship, quotation, order, service or legal obligation where permitted by law.

9. Disclosure of Personal Information

We may disclose personal information to third parties where reasonably necessary for the purposes described in this Privacy Statement.

These third parties may include:

- website hosting providers;
- IT and technology service providers;
- website analytics providers;
- email and communication providers;
- cloud storage providers;
- professional advisers;
- accountants and auditors;
- legal advisers;
- payment and transaction service providers;
- logistics or delivery providers;
- contractors and business service providers; and
- government, regulatory or law enforcement authorities where required or permitted by law.

We do not sell personal information to third parties for their own unrelated marketing purposes.

We will take reasonable steps to ensure that third parties handling personal information on our behalf do so in accordance with applicable privacy obligations.

10. Overseas Disclosure

Some of our service providers or technology providers may store or process information outside Australia.

Depending on the services we use, personal information may therefore be disclosed to or accessible by organisations located in countries outside Australia.

Where required by applicable Australian privacy law, we will take reasonable steps to ensure that appropriate protections apply to personal information disclosed overseas.

The countries in which information may be stored or processed may change as our service providers and technology systems change.

Where required, further information about relevant overseas disclosures may be obtained by contacting us using the details below.

11. Business and Technical Information

Persis AMS operates in an industrial and technical environment. Customers and prospective customers may provide information relating to:

- material requirements;
- product specifications;
- particle size requirements;
- composition requirements;
- manufacturing requirements;
- technical drawings;
- application requirements;
- testing requirements;
- production requirements; and
- other commercial or technical information.

Such information may contain both personal information and confidential business information.

We will handle personal information in accordance with this Privacy Statement.

However, this Privacy Statement does not itself constitute a confidentiality or non-disclosure agreement for proprietary technical or commercial information.

If you intend to provide highly confidential information, intellectual property, proprietary formulations, designs or manufacturing processes, please contact Persis AMS before sending that information so that an appropriate method of disclosure and, where appropriate, confidentiality arrangements can be considered.

12. Security of Personal Information

We take reasonable steps to protect personal information against:

- misuse;
- interference;
- loss;
- unauthorised access;
- unauthorised modification; and
- unauthorised disclosure.

Security measures may include appropriate technical, administrative and organisational safeguards.

However, no internet transmission, electronic storage system or online service can be guaranteed to be completely secure.

You should therefore exercise appropriate care when transmitting information over the internet.

13. Retention of Personal Information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, or as required or permitted by law.

The period for which information is retained may depend on:

- the nature of the information;
- the purpose for which it was collected;
- whether you have an ongoing business relationship with us;
- legal and regulatory requirements;
- accounting and record-keeping requirements; and
- our legitimate business requirements.

When personal information is no longer required, we will take reasonable steps to securely delete or de-identify it, where appropriate.

14. Access to Personal Information

You may request access to personal information that Persis AMS holds about you, subject to applicable legal exceptions.

To request access, please contact us using the details provided below.

We may need to verify your identity before providing access to personal information.

In some circumstances, access may be refused or limited where permitted or required by law. If this occurs, we will generally explain the reason for our decision.

15. Correction of Personal Information

We take reasonable steps to ensure that personal information we hold is accurate, complete and up to date.

If you believe that information we hold about you is inaccurate, incomplete, out of date or misleading, you may request that we correct it.

Please contact us using the details below and provide sufficient information to help us identify and correct the relevant information.

We will deal with correction requests in accordance with applicable privacy laws.

16. Privacy Complaints

If you believe that Persis AMS has handled your personal information in a way that does not comply with applicable privacy laws, you may make a privacy complaint to us.

Please contact:

Privacy Officer / Privacy Contact

Persis Advanced Materials Solutions

Email: contact@persisams.com.au

Please provide sufficient information about your concern to allow us to investigate it.

We will review your complaint and endeavour to respond within a reasonable period.

If you are not satisfied with our response, or if your complaint is not resolved, you may have the right to make a complaint to the **Office of the Australian Information Commissioner (OAIC)**.

Further information about privacy complaints is available from the OAIC.

17. Third-Party Websites

Our Website may contain links to third-party websites.

Those websites operate independently from Persis AMS and may have their own privacy policies.

We are not responsible for the privacy practices, security or content of third-party websites.

We recommend that you review the privacy Statement of any third-party website before providing personal information.

18. Children's Privacy

Our Website is intended primarily for business and professional users.

We do not knowingly seek to collect personal information from children.

If we become aware that we have collected personal information from a child in circumstances where it should not have been collected, we will take reasonable steps to address the situation in accordance with applicable law.

19. Changes to This Privacy Statement

We may update this Privacy Statement from time to time to reflect changes to:

- our business;
- our Website;
- technology and service providers;
- privacy practices;
- applicable laws; or
- regulatory requirements.

The updated Privacy Statement will be published on this Website with a revised “Last updated” date.

We encourage you to review this Privacy Statement periodically.

20. Contact Us

If you have questions about this Privacy Statement, wish to access or correct personal information, or wish to make a privacy complaint, please contact us.

Persis Advanced Materials Solutions (Persis AMS)

Email: contact@persisams.com.au

Website: persisams.com.au

Address: Geelong, Australia

Last updated: 15/09/2026

Related Website Policies

This Privacy Statement should be read together with our:

- **Terms & Conditions**
- **Website Disclaimer**
- **Product and Service Terms**, where applicable.

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