



Subalipack Privacy Statement

Data (privacy) protection management

We are committed to protect the privacy of our corporate clients and customers and our commitment is communicated to our supply chain through our SLA and email communication. This policy is available on our company information channel for review at any time.

We maintain appropriate security safeguards and practices to protect your Personal Data unauthorized access, collection, use, disclosure, copying, modification disposal or similar risks, in accordance with applicable laws.

Subalipack Data (Private) Protection Management Procedure includes the following FAIM privacy principles:

1. **Management:** We define, document, communicate, and assign accountability for our privacy policies and procedures.
2. **Notice:** We provide notice about our privacy policies and procedures and identify the purposes for which personal information is collected, used, retained, and disclosed.
3. **Choice and consent:** We describe the choices available to the individual (private customer or corporate accounts) and obtain implicit or explicit consent with respect to the collection, use, and disclosure of personal information.
4. **Collection:** We collect personal information only for the purposes identified in the notice.
5. **Use, retention, and disposal:** We limit the use of personal information to the purposes identified in the notice and for which the individual (private customer or corporate accounts) has provided implicit or explicit consent. We retain personal information for only as long as necessary to fulfil the stated purposes or as required by law or regulations and thereafter appropriately disposes of such information.
6. **Access:** We provide individuals (private customer or corporate accounts) with access to their personal information for review and update.
7. **Disclosure to third parties:** We disclose personal information to third parties only for the purposes identified in the notice and with the implicit or explicit consent of the individual.
8. **Security for privacy:** We protect personal information against unauthorized access (both physical and logical).
9. **Quality:** We maintain accurate, complete, and relevant personal information for the purposes identified in the notice.
10. **Monitoring and enforcement:** We monitor compliance with Subalipack privacy policies and procedures and how our procedures address privacy related complaints and disputes (with escalation procedure).

Complaints Related to Privacy Policies

All complaints should be made within 90 days of the date that the event occurred, or the date that the issue came to your attention.

- For complaints related to privacy policies we aim to act within 7 working days
- The staff you talk to will aim to see it through to resolution wherever possible but will report to the managing director for proper advice.
- A formal letter of complaint is requested addressed to the management for further internal investigation
- When we get things wrong or made any inconvenience to the complainant we will sincerely apologise and take responsibility.