

Privacy policy

Contour3D – effective 23 September 2026

1. About this policy

Contour3D (Contour 3D Innovations Pty Ltd, ABN 18 677 794 142, ACN 677 794 142, “we”, “us”, “our”) respects your privacy. This policy explains what personal information we collect through www.contour3d.com.au and through our dealings with you, why we collect it, and how we handle it. It’s written to meet our obligations under the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

2. What we collect

Depending on how you deal with us, we may collect: your name and contact details; details of your enquiry, project or quote; payment and billing details needed to process a transaction (we don’t collect or store your full card number, that’s handled by our payment gateway); and technical information about your visit to our website, such as your IP address and browsing behaviour, collected through cookies and analytics tools.

3. How we collect it

We collect personal information directly from you, for example when you fill in a form on our website, request a quote, email or call us, or make a payment. We may also collect information automatically through cookies and similar technologies when you browse our site, and from our payment gateway confirming that a payment has been processed.

4. Why we use it

We use your personal information to respond to your enquiries and prepare quotes, manage and deliver projects you engage us for, process payments and invoices, keep our customer records up to date (including in our CRM system), send you updates or marketing about our services (you can opt out at any time), and meet our legal and accounting obligations.

5. Who we share it with

We don’t sell your personal information. We may share it with trusted third parties who help us run our business, including our payment gateway (to process card payments), our CRM and marketing platforms, our IT and hosting providers, and our accountants, lawyers or other advisers. We only share what they need to do their job.

Some of these providers may store or process information on servers located overseas, including in the United States. Where this happens, we take reasonable steps to make sure your information is handled in line with the Australian Privacy Principles.

6. Cookies and marketing

Our website uses cookies and analytics tools to understand how visitors use the site and to improve it. You can control or disable cookies through your browser settings, though some



parts of the site may not work as well if you do. Every marketing message we send includes a way to unsubscribe.

7. Security

We take reasonable steps to protect your personal information from misuse, loss and unauthorised access. Card payments are processed through a secure, PCI DSS compliant payment gateway, and we never see or store your full card number.

8. Access and correction

You can ask us for access to the personal information we hold about you, or ask us to correct it, at any time. Just email info@contour3d.com.au. We'll respond within a reasonable time, and we won't charge you for a straightforward request.

9. Complaints

If you're concerned about how we've handled your personal information, please contact us first at info@contour3d.com.au so we can look into it and put things right. If you're not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au.

10. Changes to this policy

We may update this policy from time to time. The current version is always available on this page.

11. Contact us

Contour 3D Innovations Pty Ltd, ABN 18 677 794 142 (ACN 677 794 142), 11/5 Clerke Place, Kurnell NSW 2231. Email: info@contour3d.com.au.