

Privacy Policy



Responsible Area:	Legal and Governance	Approved by:	Board of Directors
Owner:	Legal Counsel	Approval Date:	29/08/2016
Author:	Legal Counsel	Review Date:	21/06/2018

1. POLICY STATEMENT

Queensland Airports Limited and its related companies (QAL, we, us, our) is committed to protecting the privacy of all individuals we interact with.

Personal information is information or an opinion about an identified individual, or an individual who is reasonable identifiable.

QAL manages your personal information in accordance with QAL's obligations under the *Privacy Act 1988* (Cth) (Privacy Act), including the Australian Privacy Principles (APPs).

The purpose of this policy is to explain:

- why we collect your personal information;
- how personal information is gathered;
- what type of personal information is collected;
- how your personal information is stored;
- whether your personal information is disclosed to anyone else; and
- your ability to access and/or correct your personal information held by QAL.

2. SCOPE

This Privacy Policy applies to all QAL businesses in the management of personal information relating to third parties and is intended to provide a general overview of QAL's policy in relation to the handling of that personal information.

By using one of the QAL websites and/or providing personal information to us, you consent to QAL handling your personal information in accordance with this Privacy Policy and/or any other specific QAL policy applicable to the specific circumstances.

3. OVERVIEW OF PROCESS AND PROCEDURES

3.1. Why we Collect Personal Information

The kind of personal information we collect and hold about an individual, and our use of that information, largely depends upon our relationship and dealings with that person.

Generally, we collect personal information about you because:

- **we need it to provide a service to you that you have requested**, such as carparking or due to injury or illness en route;
- **we are committed to improving our services** and the use of your personal information provides us with useful statistical and research data;
- **you are making commercial enquiries**, such as leasing a property;
- **we need it for safety, operations, emergency and security purposes**; and/or
- for other purposes which relate to any of the above.

3.2 How we collect your Personal Information

We will only use and disclose personal information for the purposes for which we collected it.

We mostly collect personal information through the following methods:

- electronic monitoring systems (e.g. CCTV, access systems);
- marketing activities such as our promotions or subscribing to e-newsletters;
- purchase of a product or service, such as carparking;
- direct mail;
- email, telephone, SMS or any other electronic means;
- third party channels (such as social networking sites or contractors who perform services on our behalf); or
- based on your use of our products or programs.

QAL may share your personal information within the QAL corporate group upon the same terms as they provide it to the original QAL entity.

We may also track your preferences through the use of “cookies” when you use our online platforms or when you use our free wireless internet (WiFi). We do this in order to improve our services and provide you with a better customer experience.

3.3. What type of personal information do we collect

At QAL we collect, for instance, the following personal information:

- your name, date and country of birth, gender, contact details;
- your flight details and passport number, citizenship details;
- your vehicle licence plate number and credit card details;
- recordings of your image on our closed circuit television system (CCTV);
- personal information provided as part of an ASIC application process going back 10 years;
- your product and service preferences including services used;
- device specific information;
- location/ wayfinding information;
- log information, cookies and similar technologies; and/or
- travel companions and reason for and frequency of travel.

3.4. Storage and security of personal information

We may hold personal information in various forms which could include electronic format or in hard copy. We will always take reasonable steps to securely store personal information to ensure it is protected from unauthorised access, modification and disclosure, and from other types of misuse, interference and loss.

We take reasonable steps to destroy and/or permanently de-identify personal information when we no longer require it for the purpose for which it was collected or where we received information about you that we did not request (unsolicited personal information) and we determined that we could not have lawfully collected that information.

The practice of transferring data over the internet is recognised as having inherent risks associated with it, notwithstanding that preventative measures having been put in place. As such, we encourage you to be vigilant about protecting your own personal information when using digital services, such as social media.

3.5. Sharing your personal information

We only disclose personal information to other individuals or organisations for the purpose for which we collected it and to those parties involved in providing, managing or administering the product or service that we are providing to you. These include:

- organisations that provide services to you on our behalf e.g. security contractors;
- organisations that promote our products or services e.g. airlines, service providers;
- organisations that provide technical services to us to maintain, review, research and develop our business systems and social media platforms;
- organisations that provide goods or services within our airports; and
- professional advisors if permitted or required by law e.g. accountants, auditors, insurers, lawyers.

We also provide information to various parties where authorised under the Privacy Act or some other law. These include:

- enforcement agencies e.g. the Australian Federal Police, Queensland Police, Customs, Attorney Generals Department, Immigration Departments; and
- entities or regulatory bodies conducting audits, reviews, investigations or managing claims or disputes e.g. Department of Infrastructure & Regional Development (Cth), CASA, Air Services Australia, WorkCover, Courts having Jurisdiction over QAL or QAL businesses.

Whilst QAL is committed to ensuring that all personal information collected by us is not shared with an entity located overseas, we do send de-identified personal data to the Airports Council International which is located in Montreal, Canada or other industry representatives.

We endeavor to ensure that our partners implement appropriate measures to protect your personal information and abide by this policy and their requirements under the Privacy Act.

3.6. Access and correction of your personal information

You may request that QAL provide you with access to the personal information which it holds about you. Generally, we will provide you with such access, except in very limited circumstances where the Privacy Act or some other law prohibits us. Grounds for refusing a request could include that it will unreasonably affect someone else's privacy or pose a serious threat to someone's life, health or safety.

Where such a request is made, it must be in writing and directed to QAL's Privacy Officer whose details are set out below. Under the Privacy Act, QAL is permitted to charge the individual making the request a reasonable fee for providing access to their personal information.

You may lodge a request to correct personal information about yourself that we hold if you believe that it is inaccurate, incomplete, irrelevant or misleading. To do so please contact the QAL Privacy Officer whose details are set out below.

4. Making a complaint relating to privacy

You may lodge a complaint with QAL if at any time, you believe that QAL has handled your personal information other than in accordance with the Privacy Act. To do this, please contact QAL's Privacy Officer in writing via the contact details set out below and providing details of your complaint.

QAL will confirm receipt of the complaint and set out the time frame we require to investigate and provide a response. We will endeavor to respond as quickly as possible to any complaint received and generally, this will be within 14 days of receiving the complaint.

5. Changes to our Privacy Policy

QAL may amend, modify or replace this Privacy Policy from time to time. You should review QAL's Privacy Policy each time you visit one of QAL's websites or provide us with personal information.

6. Contacting us

If you would like further information about the way QAL manages personal information or have a privacy-related complaint, please contact QAL's Privacy Officer at the following address:

QAL Privacy Officer
C/- Company Secretary
Queensland Airports Limited
Level 1, Airport Central
1 Eastern Avenue
Bilinga Qld 4225
Australia
Telephone: +61 7 5589 1100
Email: governance@qldairports.com.au

7. Office of the Australian Information Commissioner

If you require more information about your rights and QAL's obligations in relation to privacy or personal information, we suggest that you contact the Office of the Australian Information Commissioner at www.oaic.gov.au.

Version No.	Key Changes	Date
1	Original Policy	01 July 2014
2	Review and update.	22 June 2016