



## Brisbane Airport Corporation Pty Limited and Your Privacy

When you enter Brisbane Airport or use our facilities (i.e. the roads, car parks, offices and sites, terminals, retail and commercial facilities) Brisbane Airport Corporation Pty Limited will collect your personal information in line with the *Australian Privacy Act 1988* (Cth).

Your privacy is important to us and we are committed to protecting your personal information.

### Why We Collect Your Personal Information

We collect your personal information so we can identify and interact with you for the purpose of our business including:

- operating an airport;
- providing ground transport and parking facilities;
- managing retail and commercial properties; and
- conducting construction and project management activities.

Our **Privacy Statements** describe how we handle your personal information depending on the type of interaction you have with us.

If you do not provide your personal information, we may not be able to provide you with the products and services you request. In some cases you will not be able to access certain parts of Brisbane Airport or use certain facilities.

We will allow you to deal with us anonymously or using a pseudonym, where it is lawful and practical to do so, such as when you make a general enquiry.

### Information We Collect

We will collect and hold a range of different types of personal information about you, depending on the type of interaction you have with us.

#### Different types of information we collect include:

**Contact Details:** name, current and previous addresses, date of birth, telephone number, and gender.

**Transactional information:** bank account and credit card details, Australian Business Numbers, superannuation details, and concession or discount entitlements.

**Web Information:** your email address, IP address or MAC address.

**Employment information:** employment history and experience, qualifications, and proof of right to work.

**Security and travel information:** passport information, drivers licence number, Aviation Security Identity Card (ASIC) details, licence plate number, biometric information, flight details, destination and origin of travel, reason for travel, nationality, visa status and baggage message system status.

We may also collect sensitive information such as health and medical information, and information about your ethnicity or political opinions, but only if you provide this to us or give your consent.

In some instances we may combine and link information we have about you in order to interact with you and provide you with products and services.

This is not an exhaustive list. For more details on information we collect and hold about you, please see the relevant **Privacy Statement** on our website at <http://www.bne.com.au/privacy-policy>.



## How We Collect Your Personal Information

We aim to collect your personal information directly from you unless it is unreasonable or impracticable to do so.

We collect your personal information through a number of sources including:

Directly from you when you:

- buy our products or services;
- use our online platforms, WiFi services and social networks;
- call, post or email us;
- apply for security clearance; or
- are captured through electronic monitoring (i.e. closed circuit television (CCTV), portable cameras, licence plate recognition technology, security access control systems and baggage messaging system).

We may also collect your information indirectly from publicly available sources or third parties you have authorised to share your information.

When we collect information about a minor (under 16 years), consent will be obtained from a parent or carer.

## When We Disclose Your Information to a Third Party

We disclose your personal information to third parties as part of our operations. These third parties include:

- information technology suppliers;
- operational and maintenance contractors;
- marketing and advertising contractors;
- debt collection agencies;
- mailing and logistics providers;
- government and regulatory authorities; and
- professional advisors (such as accountants, auditors and lawyers).

When third parties act on our behalf, we ask them to handle your personal information in line with the Privacy Act and other relevant privacy laws.

## How We Hold and Secure Your Information

We store information in hardcopy and electronic form. To secure your information we use:

- website security systems and controls (i.e. firewalls, data encryption and intrusion detection systems, system access restrictions);
- physical security (i.e. site access controls); and
- information policies and standards for employees and contractors.

We may disclose your information to third parties overseas. Our **Privacy Statements** outline which countries your information may be held in.

We will hold your information for as long as is required by our business operations or relevant laws. When we are no longer required to hold your personal information, we will destroy it securely or de-identify it.



## Accessing and Correcting Personal Information

We take reasonable steps to make sure the personal information we collect, use and disclose about you is correct, complete and relevant for the purpose for which we collect it.

You have a right to request access to your personal information and that it be updated or corrected. When you request access to information we hold about you, we will try to provide you with a way to access it. If the request is complex or we incur additional costs in providing you with access, we may charge you a reasonable fee for preparing the information. If there is a charge, we will let you know so that you can agree to it before we proceed.

We may refuse to give you access to your personal information in line with the Privacy Act and other relevant laws.

To protect your personal information we will always confirm your identity before giving access or making any change.

You can ask for access by contacting BAC's Corporate Compliance and Privacy Manager by email at [privacy@bne.com.au](mailto:privacy@bne.com.au).

## Resolving Complaints

If you have a complaint about how we have dealt with your personal information, please contact us using the details below. We will investigate your complaint and provide you with a formal response within 30 days. If the circumstances of your complaint are complex and we need additional time to provide you with a formal response, we will contact you to let you know.

If you are not satisfied with our response, then you may lodge a formal complaint with the Office of the Australian Information Commissioner ([enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au) or [www.oaic.gov.au](http://www.oaic.gov.au)).

## Contact Us

**Email:** [privacy@bne.com.au](mailto:privacy@bne.com.au)

**Online:** [www.bne.com.au/feedback](http://www.bne.com.au/feedback) and submit an enquiry form.

**Post:** Privacy Officer, Brisbane Airport Corporation, P.O. Box 61, Hamilton Central, Queensland, Australia 4007.

## Changes to this Privacy Policy

Updates to this Privacy Policy will be posted on our website. This Privacy Policy was last updated 8 December 2017.