

Privacy Collection Statement



General Enquiries

December 2025

Brisbane Airport Corporation Pty Limited ACN 076 870 650 (**Brisbane Airport**) is committed to protecting the privacy of individuals and their personal information and complies with the *Privacy Act 1988* (Cth) (**Privacy Act**).

Information we collect

Brisbane Airport will collect your personal information directly from you, including via telephone call recordings. In certain circumstances, Brisbane Airport may be required to collect your personal information from third parties, depending on the nature of your enquiry.

How we collect your personal information

Brisbane Airport will collect your personal information directly from you, including via telephone call recordings. In certain circumstances, Brisbane Airport may be required to collect your personal information from third parties, depending on the nature of your enquiry.

The purpose of Brisbane Airport collecting your personal information is:

- to process any enquiry you submit to us through our website or over the telephone, contact you and provide you with information in relation to your enquiry;
- to verify your identity for the purposes stated in this Collection Statement;
- to protect Brisbane Airport from security threats, fraud or other criminal activities;
- to ensure the safe and secure operation of Brisbane Airport;
- for record-keeping, training and quality-assurance purposes;
- to process any payments in connection with your enquiry;
- for the use for the administration and management of Brisbane Airport;
- for the maintenance and development of Brisbane Airport's services, business systems and infrastructure; and
- to offer you updates, discounts, or other content or products and services that may be of interest to you and to provide you with direct marketing communications from us or our related entities and associates (using direct mail, telemarketing, email, SMS and MMS messages).

You acknowledge and agree to your personal information being collected and used for, and in connection with, these purposes and any other purpose described in our Privacy Policy.

Brisbane Airport collects personal information from you, including by way of our website enquiry form, CCTV footage throughout our premises (which captures video and audio footage) and telephone calls (which may be recorded). When becoming a customer of Brisbane Airport, it is not feasible for you to use a pseudonym or otherwise keep your identity secret.

For more information about how we collect, hold and secure personal information see our [Privacy Policy](#).

Why we collect personal information

If we do not collect your personal information in connection with the purposes in paragraph 3, then Brisbane Airport will be unable to:

- process your enquiry or supply you with information in relation to your enquiry; and
- send you direct marketing communications (unless you have consented to such communications through your other dealings with Brisbane Airport).

Disclosing your information

Your personal information may be disclosed to the following classes of people and organisations in connection with the purposes in paragraph 3:

- Brisbane Airport, its personnel and any related entities;
- third party service providers including without limitation marketing service providers, IT service providers, contractors and sales consultants and other parties who assist us in providing our services to you;
- any other organisation as expressly covered in our [Privacy Policy](#).

It is possible some of the information collected may be disclosed to Brisbane Airport's related entities or service providers outside Australia. You consent to your information being disclosed to a destination outside Australia for this purpose, including but not limited to Austria, Canada, Germany, Hungary, the Philippines, Singapore, Sri Lanka, India, the United Kingdom, and the United States of America, and you understand and acknowledge Australian Privacy Principle 8.1 will not apply to such disclosures of your personal information.

Australian Privacy Principle (APP) 8.1 requires Brisbane Airport to take reasonable steps, before disclosing your personal information to an overseas recipient, to ensure the recipient complies with the APPs in relation to that information. By providing the consent detailed in paragraph 7, you acknowledge that, if the overseas recipient breaches the APPs when handling your personal information, Brisbane Airport will not be accountable under the Privacy Act, and you will not be able to seek redress under the Privacy Act.

Storing your information

Brisbane Airport's Privacy Policy sets out details of how you can access and correct any of your personal information collected under this form, as well as how you can make a complaint if Brisbane Airport has breached the Privacy Act in the handling of your personal information.

Brisbane Airport's Privacy Policy is available at <https://www.bne.com.au/privacy> or you can request a copy from Brisbane Airport.

By continuing to submit your enquiry via our website or over the telephone, you acknowledge you have read this privacy collection statement and acknowledge your personal information will be collected, used and disclosed in accordance with this privacy collection statement and as otherwise detailed in Brisbane Airport's Privacy Policy and, to the extent it is necessary, you give your voluntary express consent to Brisbane Airport collecting, using, storing, disclosing and disposing of your personal information in this manner.