



Brisbane Airport Corporation (Pty Ltd) and our Customers

When you enter Brisbane Airport or use our facilities (e.g. the roads, car parks, retail facilities and terminals including check-in and passing through screening points) as a customer we will collect your personal information.

Information we collect

We may collect contact and identification information such as your name, postal addresses, telephone number, email address, IP and MAC address, gender, date of birth, credit card details, photo identification, travel related information, images of you, electronic recordings, licence plate details and other information where required by law, such as any formal interactions with you. This is not an exhaustive list.

In some circumstances, we will also collect sensitive information about you, for example, health and medical information, race or ethnicity, and biometric information.

If you choose not to provide your personal information to us, we may not be able to provide you access to our facilities or provide you with a product or service.

How we collect your personal information

We will collect your personal information in a number of ways, including:

Directly from you when you:

- enter our premises or use our facilities,
- fill out a form with us or enter a promotion run by us,
- use or purchase any of our products or services,
- access any of our online platforms, web applications, WIFI services and social networks, or
- make an enquiry or complaint.

We may also collect some information indirectly from third parties including information technology suppliers, government and regulatory authorities, our professional advisors such as accountants, auditors and lawyers, your authorised representative, and publicly available sources such as directories. We ask that these third parties hold, use and disclose your personal information in accordance with the Privacy Act and other relevant laws.

Why we collect your personal information

We collect your personal information for a range of different purposes including:

- managing airport operations such as enabling traffic flow, passenger and aircraft movements,
- managing and maintaining airport safety and security,
- managing incidents and conducting investigations,
- providing you products and services,
- to communicate with you or respond to a complaint or enquiry you made to us, and
- for direct marketing purposes where you have consented to us contacting you.

Disclosing your information

We may disclose your information to third parties who support us with our business activities, including our information technology suppliers, agencies and contractors, government and regulatory authorities and our professional advisors such as accountants, auditors and lawyers. We ask that these third parties hold, use and disclose your personal information in accordance with the Privacy Act and other relevant laws.

We do not sell your personal information to any other organisation.



Information held overseas

We may hold or may disclose your personal information overseas to Austria, Ireland, the Netherlands, Switzerland, Singapore and United States of America. If your personal information is held in other overseas countries in the future we will update this privacy statement.

How to access and correct your personal information

You can contact us about your personal information or our privacy policy at privacy@bne.com.au or you can visit our website and submit an enquiry form at www.bne.com.au/feedback. For more information see our Privacy Policy.