



## BROOME INTERNATIONAL AIRPORT

# Privacy Policy

This Privacy Policy is intended to provide a general overview of how Broome International Airport Pty Ltd (ABN 99 074 187 732) and its related companies (**BIA, we, us or our**) handles your personal information.

'Personal information' is essentially information or an opinion about you as an identified (or reasonably identifiable) individual.

We are required to comply with the *Privacy Act 1988* (Cth), including the Australian Privacy Principles (**APPs**).

As the operator of Broome International Airport (**Airport**), we are committed to protecting the privacy of your personal information.

By using our website ([www.broomeair.com.au](http://www.broomeair.com.au)), using our facilities or services, and/or providing your personal information to us, you consent to us handling your personal information in accordance with this Privacy Policy.

### Collection of your personal information

The kinds of personal information we collect and hold about you, and our use of that information, depends on our dealings with you. Generally, this personal information may include (but is not limited to) your name, address, telephone number, email address, details of the products or services you have enquired about and your payment and delivery details.

We may also collect additional information from you, for example:

- if you use our commercial vehicle operator service or other parking services at the Airport, we may collect your driver's licence details, registration number, credit card and flight details;
- in limited circumstances we may collect sensitive information about you, for example if you become ill or are injured in or en route to the Airport terminal, if you borrow a wheelchair during your time in the terminal or require other special needs assistance;
- if you or an entity you are associated with are enquiring about leasing premises at the Airport, we may collect a range of personal information for the purpose of assessing the tenancy application, including your business experience, qualifications, referees and credit-related personal information;
- if you or an entity you are associated with are providing services to BIA or its tenants (for example, as a contractor), we may collect a range of personal information for the purpose of assessing the potential engagement, carrying out induction and work, health and safety training;
- if you register your interest for receiving communications and media alerts;
- if you use any of our online platforms, then we may collect information about how you use those platforms (including your location, pages visited, MAC addresses, IP addresses, operating system and browser being used); and
- if you are applying for a position with BIA then we will collect personal information about you related to our recruitment processes (for example, your resume, qualifications, skills, work history, residency

status and sensitive information from health records, Work Cover claims and pre-engagement health and medical assessments).

The Airport (including the car parks and surrounding areas) are subject to CCTV surveillance, number plate recognition technology and other monitoring and observational tools, for security, management and car parking related purposes. Your image, licence plate number, location and movements and other personal information may be collected by BIA by these means.

We collect your personal information directly from you unless it is impracticable or unreasonable to do so. We may also collect personal information about you from third parties or other sources (for example, from public records, law enforcement agencies, government agencies (such as Civil Aviation Safety Authority or Department of Home Affairs), our contractors, tenants and licensees).

If you provide us with personal information about a third party, you represent, and we collect it on the basis that, you have that person's consent for us to collect and handle their personal information in accordance with this Privacy Policy.

When collecting your personal information, we will take reasonable steps to provide you with certain information as required under the APPs, including the purpose of collection, who we usually disclose your personal information to, any law that requires or authorises us to collect the information and the main consequences if we do not collect personal information we require. If we collect your personal information from another source, we will take reasonable steps to ensure you are aware of the fact and circumstances of that collection.

Generally, if we are unable to collect the personal information we require we may not be able to provide you with the products and services you seek. If the information provided is incorrect or incomplete, this may also prevent, limit or otherwise affect our ability to provide products or services to you.

#### **Purposes for which personal information is collected, held, used and disclosed**

We will use and disclose your personal information for the purposes for which we collected it, and for other related purposes that you would reasonably expect.

Generally, these purposes include responding to your enquiries, providing you with products and services, obtaining your feedback on your customer experience, conducting direct marketing and other promotional activities and for our general business operations (for example, maintenance of our business records, compliance with our legal and insurance obligations and statistical analysis purposes). We also carry out planning and marketing activities using the personal information you provide which may include targeted online advertising, data and audience matching, analytics and research.

We use the personal information collected by our CCTV surveillance, number plate recognition technology and other monitoring and observational tools, for security, operational, management and car parking related purposes (for example, to manage car park access and charges, traffic flow and access, monitoring emergency situations, conducting investigations, detecting and responding to unlawful activities or inappropriate conduct).

By providing us with your personal information, you consent to us using your personal information for these purposes. You can opt-out of marketing and promotional communications at any time by contacting us using the contact details shown below.

We may exchange your personal information within our corporate group. We may also disclose your personal information to our agents and contractors for the purposes set out above, and for the purposes of those parties providing services to us or performing business services or functions on our behalf (for example, our technology service providers, marketing service providers etc).

Apart from the above instances, we may also use and disclose your personal information with your consent and as otherwise required or permitted by law.

## **Sensitive Information**

We will only collect 'sensitive information' with your consent. We will assume that you have consented to us collecting all information which is provided to us by you for use in accordance with this policy, including any 'sensitive information', unless you tell us otherwise at the time you provide it to us.

## **Storage and security of your personal information**

We may hold your personal information in electronic formats or in hard copy.

We take reasonable steps to securely store your personal information to ensure it is protected from unauthorised access, modification and disclosure, and from other types of misuse, interference and loss.

Financial details, including credit card details and related personal information gathered whilst in the process of conducting an online transaction from our website will be used for credit card authorisation purposes and (in the case of our commercial vehicle operator service) to allow you to enter and exit the commercial vehicle area. This information will be shared with our payment processing provider in connection with your purchase. All online purchases are conducted using 128 bit (or greater) SSL (secure socket layer) protection directly with our payment processing provider.

We will take reasonable steps to destroy or permanently de-identify your personal information when we no longer require it for any purpose for which it was collected. We may retain your personal information for as long as necessary to comply with any applicable law, for insurance and corporate governance purposes, for the prevention of fraud and to resolve disputes. Your personal information may also be retained in our IT system back-up records.

The transfer of data over the Internet is inherently insecure. We cannot guarantee the security, during transmission, of any personal information provided to us via our website. Please bear this in mind when transmitting important information by this means to us.

## **Access and correction of your personal information**

You may lodge a request to correct personal information about you that we hold if you believe that it is inaccurate, out-of-date, incomplete, irrelevant or misleading. To do so please contact us using the contact details below.

You may request that we provide you with access to the personal information we hold about you. Generally, we will provide you with access, except in limited circumstances where the APPs permit us to deny access. Any such requests must be made in writing and directed to us using the contact details below. Under the APPs we are permitted to charge you a reasonable fee for providing access to your personal information. Please note that no fee will be incurred for requesting access, and if your request for access is accepted we will inform you of the fee (if any) that will be payable for providing access if you proceed with your request.

You may ask us to inform you of the source of any personal information about you that we have collected from a third party. We will provide this at no cost, except in limited circumstances where the APPs or other laws permit us to withhold this information.

## **Making a complaint**

You may lodge a complaint with us if you believe we have handled your personal information other than in accordance with the APPs. To do so please contact us using the contact details below. We will confirm receipt of your complaint and set out the time frame we require to investigate your complaint and provide you with a response. We will endeavour to respond as quickly as practicable, which generally will be within 14 days of receiving your complaint.

## **Our website**

Our website uses cookies. We do not use the information stored in those cookies to collect information about you or your computer. The cookies are used for statistical purposes and to assist with your use of the website. We may also collect click-stream data when you use the website, such as the date and time of your visit, the pages you accessed, your IP address, the type of browser and operating system you are using and the websites you come from and move to. This information is collected for statistical purposes to assist us to find out how our website is used and navigated and to improve our website. We also carry out planning and marketing activities using the personal information you provide which may include targeted online advertising, data and audience matching, analytics and research.

Our website may contain links to third party websites. BIA is not responsible for the privacy, security or handling of your personal information via those websites. You should review the privacy policy and terms of use for those websites each time you visit them.

### **Overseas disclosure of your personal information**

Generally, we are not likely to disclose your personal information to overseas recipients.

### **Changes to our Privacy Policy**

We may amend, modify or replace this Privacy Policy at any time. You should review our Privacy Policy each time you visit our website, use our facilities or services, or provide us with personal information.

### **Contact us**

If you would like further information about the way we manage your personal information, or if you have a privacy-related complaint, please contact our Administration department at:

#### **Broome International Airport**

MacPherson Road,  
BROOME WA 6725  
Australia  
Tel: +61 8 9194 0600  
Fax: +61 8 9194 0610  
Email: [admin@broomeair.com.au](mailto:admin@broomeair.com.au)

### **Office of the Australian Information Commissioner**

More information about your rights and our obligations in connection with your personal information are available from the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au).