



AUSTRALIAN
AIRPORTS
ASSOCIATION

AAA Privacy Policy

May 2023

This Privacy Policy sets out how the Australian Airports Association (**AAA**) (ACN 008 647 336), ABN 89 008 647 336 protects the privacy of personal information that is collected through the AAA website and other products or services offered. The AAA is committed to ensuring that your privacy is protected.

Should we ask you to provide any information by which you can be identified to the AAA, we will, to the best of our ability, ensure information is used in accordance with this Privacy Policy and the Australian Privacy Principles (APP).

The AAA requires personal information for you to best use the AAA website, attend events, undertake education and other products or services (**engaging with the AAA**).

This Privacy Policy may be amended, changed, undergo additions and deletions, at our sole discretion. You should check this page regularly to ensure that you are aware of any changes.

1. Types of personal information collected and held

The information the AAA collects may include:

- names;
- employer and job title;
- contact information, including email address;
- information about your business or personal affairs;
- information about your vocational needs;
- other information relevant to member surveys and/or promotions; and
- any other information requested on AAA website or otherwise required by us or provided by you.

We also collect information from a variety of sources, including:

- via our industry partners' associations or other bodies which are a member or affiliated with the AAA;
- when you subscribe to AAA publications and email;
- when you enter personal information into, or agree to having your personal information entered into, one of our online systems;
- when you access the members centre;
- when you contact us via email, telephone, mail or engage via social media;
- when you participate in any program, activity, competition or event run by the AAA;
- when you apply for employment; and
- where we are required to do so by law (for education, VET training, child protection, work health and safety laws or other legislation in Australia).

If you engage with the AAA, we automatically record the following information in log files:

- Your Internet Protocol (IP) address. The IP Address is a unique numerical identifier used by computers and other devices to identify and communicate with each other over a network;
- Top level domain name (eg: .com, .net, .gov, .au etc);

- The type of browser and operating system you used;
- Date and time of your visit;
- The referring website;
- Which pages are accessed;
- The time spent on individual pages and the site overall;
- Which files were downloaded; and
- What keywords you used to search the site.

2. Why we collect personal information

The AAA only collects information which is necessary for, or directly relates to its functions or activities. The above information is collected for the primary purpose of effectively servicing the relationship established between AAA and the individual or organisation. At all times the AAA will endeavour to ensure that the collection and storage of such information is fair, lawful and unintrusive.

We collect and use personal information for the following purposes:

- to provide information, products and services to you and requests information to manage and administer those products and services (including enrolment, assessment and issuing certificates of completion and testimonies);
- to respond to your queries relating to our site, our products, advice and services;
- to provide information to our network of industry partners and contractors (each a consultant) for the purposes of assisting you and managing your enquiry or needs;
- to better understand your needs, enabling us to improve our products and services;
- to ensure internal records are maintained;
- to circulate promotional emails about new products and services, special offers or other information which we think you may find interesting;
- to contact you for market research purposes;
- to provide you with information specific to AAA promotion and products;
- financial information where the AAA is required to comply with legislative requirements;
- to customise the site according to your interests; and
- to customise documents according to your business needs.

AAA will also use information collected in accordance with the original purpose for establishing the relationship. For members these purposes include all activities consistent with the organisation's mission and constitutional objectives. AAA has a policy of not selling or disclosing this information outside of the AAA organisational structure.

If you choose not to provide personal information when completing one or more of these activities, you may not be able to complete that activity. If you choose not to participate in these activities, your choice will in no way affect your ability to browse these websites and online facilities.

3. Use of personal information

Personal information you provide when interacting with the AAA is strictly used for the purpose it was collected and where extra information is required in order to provide the service you have requested. The AAA may use your contact details to respond appropriately to your enquiry and for internal information sharing but not for the purposes of commercial gain.

If you wish to update your contact details or change the way we contact you, please contact the AAA at membership@airports.asn.au.

4. Web analytics

AAA may use a web analytics service, including cookies, to enable analysis on usage of AAA websites and online facilities.

'Cookies' are small pieces of information that are stored by the browser on your computer's hard drive. Data collected using cookies is used for the purpose of compiling usage reports for AAA and providing other services relating to website activity and internet usage.

These reports may contain data relating to pages viewed, files downloaded or the completion of online forms or subscriptions. AAA uses the data collected by such analytics tools to improve these websites and online facilities and to help the AAA understand how people are using them.

You may refuse the use of cookies by selecting the appropriate settings on your browser. Please note that if you do this, you may not be able to use the full functionality of these websites and online facilities. By using these websites and online facilities, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

5. How we collect personal information

The AAA's usual practice is to collect personal information directly from you or your authorised representative. In limited circumstances we may collect personal information about you from a third party (for example, an AAA staff member, employer or a publicly available source).

6. How we store personal information

The AAA stores all personal information securely and restricts access to those employees who need access in order to perform their duties or to assist individuals. Personal information is stored electronically such as on databases, hard drives or in emails, or on hard copy files. The AAA takes all necessary steps to ensure that personal information is protected from misuse, loss and interference.

When information is no longer required it is securely destroyed.

Security measures including, but not limited to, authentication, monitoring, auditing and encryption have been integrated into the design, implementation, contractual arrangements and day-to-day practices of the entire AAA operating environment as part of its continuing commitment to risk management.

These security measures ensure the privacy of information while it is being transmitted across the Internet and protect your information against loss, misuse and alteration.

If accommodation is booked through the AAA credit card details are stored until the conclusion of the event. Otherwise, credit card details are submitted directly to the banking system and are not passed or retained by the AAA in any form.

7. Disclosure of personal information

The AAA only uses and/or discloses information for the purposes for which it was collected (the primary purpose), unless an individual has consented to another use.

There are certain limited circumstances in which the AAA may use or disclose information for a different purpose, known as a secondary purpose, where that purpose is:

- directly related to the primary purpose for which the information was collected;
- required or authorised under an Australian law or has been ordered by a court or tribunal;
- necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or public health or safety;
- a permitted general situation or health situation, as defined by the Privacy Act; or
- an enforcement related activity and the use or disclosure of the information is reasonably necessary.

By providing us with personal information, you consent to this disclosure. Where we disclose your personal information to third parties, we will request or otherwise seek that the third party follows the Australian Privacy Principles regarding handling your personal information.

This information may be disclosed to a potential purchaser. We would seek to only disclose information in good faith and where we have sought to maintain confidentiality. We do not typically or routinely disclose personal information to overseas recipients. Unless consent has been given, or an exception under the APP applies, we will only disclose personal information to overseas recipients where reasonable steps have been taken to ensure the overseas recipient does not breach the APP in relation to your personal information.

8. Access to personal information

Individuals may request access to personal information held by the AAA. For security reasons, and to protect individuals' privacy, applicants may be asked to provide proof of their identity. To access personal information, a written request should be sent to membership@airports.asn.au.

9. Amendment or correction of personal information

Individuals may request the amendment of personal information held which is considered to be inaccurate, out-of-date, incomplete, irrelevant or misleading. If an individual considers information held by the AAA requires amendment a written request should be sent to the membership@airports.asn.au outlining what aspects of the information is believed to be inaccurate, incorrect or out of-date.

10. Third Party Providers

The AAA website or social media accounts may contain links to other websites or third party products of interest. Please note that we do not have any control over those websites. We are not responsible for the protection and privacy of any information which you provide whilst visiting such websites and such websites are not governed by this Privacy Policy. You should exercise caution when accessing such websites and look at the Privacy Policy applicable to the website in question.

The AAA also uses the following third party providers:

- [Facebook](#)
- [Twitter](#)
- [LinkedIn](#)
- [YouTube](#)

- [EventsAir](#)
- [MailChimp](#)*

* If at any time you do not wish to receive further marketing information, you have the option to ask us not to send you any further information about products and services you may do this by contacting our membership team on membership@airports.asn.au or click the unsubscribe button on all EDMs.

Neither the AAA, officer nor employee of the AAA warrants the accuracy, reliability or timeliness of any information published by this system, nor endorses any content, viewpoints, products or services linked from this system and shall not be held liable for any losses caused by reliance on the accuracy, reliability or timeliness of such information.

Portions of such information may be incorrect or not current. It is your responsibility to verify all information provided by these websites and online facilities and/or websites linked to or from them. Any person or entity that relies on any information obtained from this system does so at his or her own risk.

11. Breach of personal information

The AAA will notify individuals of any data breaches that the AAA becomes aware of. The AAA will communicate this via email to the individual/s as soon as possible as well as take other reasonable steps to make those affected aware of the breach. The communication will explain the breach and outline the steps you can take. The AAA will also report data breaches to the Office of the Australian Information Commissioner (OAIC) in a timely manner.

12. Controlling your personal information

Choice and Consent: Providing us with your personal information is optional to you. You can choose not to provide personal information. When you provide us with your personal information, you consent to the terms in this Privacy Policy, and to us disclosing or receiving your personal information for these purposes.

Anonymity: We will provide individuals with the option of remaining anonymous or using a pseudonym in their dealings with us where it is lawful and practicable (for example, when making an enquiry). Generally, is it not practicable or lawful for us to deal with individuals anonymously or pseudonymously on an ongoing basis (for example, if the individual wishes to enrol in a course of study or to become a member).

Restrict: You may choose to restrict the collection or use of your personal information. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by contacting us at membership@airports.asn.au.

Access: You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Commonwealth).

Correction: We rely in part upon members/clients advising us when their personal information changes. We will respond to any request within a reasonable time and will endeavour to promptly correct any information found to be incorrect so that the information is accurate, up-to-date, complete, relevant and not misleading.

13. Complaints

If you believe that the AAA has breached the Australian Privacy Principles and wish to make a complaint about that breach, then please email us setting out details of the breach. We will promptly investigate your complaint and will endeavour to respond to you in writing within 28 days, setting out the outcome of our investigation, what steps we propose to take to remedy the breach and any other action we will take to deal with your complaint. The complaint should provide sufficient detail so the issues and concerns can be investigated.

If an individual is not satisfied with the outcome of an investigation, a complaint can be submitted to the Office of the Australian Information Commissioner (OAIC). Further details about making a privacy complaint to the OAIC can be found [here](#).