

AIRSERVICES AUSTRALIA PRIVACY POLICY

About Airservices and this Privacy Policy

Airservices Australia (Airservices) is a government-owned corporation responsible for providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Airservices manage air traffic operations for over 80 million passengers on more than four million flights every year and provide the aviation industry with aeronautical data, telecommunications, navigation services and aviation rescue and fire fighting services.

In undertaking these activities, Airservices handles personal information and this policy explains how Airservices manages personal information in accordance with the requirements of the *Australian Privacy Principles* contained in the *Privacy Act 1988*.

Personal information is defined in the *Privacy Act* however, in general terms, it is any information that could identify a person or be used to establish a person's identity. Personal information includes **sensitive personal information**, which is also defined in the *Privacy Act* however, in general terms, *includes* information about a person's health, medical or criminal history, trade or professional memberships or affiliations.

Types of personal information collected and held by Airservices

Airservices only collects personal information that is reasonably necessary for, or directly related to its functions and activities. Examples of the type of personal information Airservices collects includes a person's name, address, contact details, employee/personnel information (if employed by Airservices), demographic information, aircraft registration and license data. For the purpose of fulfilling its statutory functions, Airservices may collect and hold sensitive personal information.

Airservices collects personal information directly from individuals where it is reasonable and practical through forms, applications and documents completed in respect of services, or by capturing or recording information provided in phone calls, interviews or other forms of communication. Airservices may also collect personal information indirectly (from an external source or third party) for example from other employers (for reference and employment checks); from superannuation funds and from other government agencies.

How Airservices holds personal information

Airservices holds all personal information securely and restricts access to a limited number of employees who require access in order to perform their duties or fulfil Airservices' functions. Most personal information held by Airservices is stored electronically on databases, shared drives, and in emails, or physically on hard copy files.

Airservices also holds personal information in a variety of records and databases, including:

Aircraft noise certification;	Insurance records
Australian noise exposure forecast and Australian noise exposure index registers	Library management system records
Aviation rescue and fire fighting service operational reporting	Candidate recruitment system
Work health and safety occurrence records	Noise complaints & information service records
Air traffic services occurrence records	Office of Legal Counsel records
Freedom of Information request records	Personnel/employee records
Shared Services customer database records	Publication records
Service desk case management system records	Wake vortex compensation records

Use and disclosure of personal information

Airservices will use personal information for: the purpose it was collected, another purpose for which Airservices has obtained consent (from the person the information relates to) to use the information for; purposes Airservices is required or permitted by law to use the information for (i.e. disclosure to a third party pursuant to a court order or subpoena) or a purpose that Airservices considers the person the information relates to would reasonably expect Airservices to use the information for. For example, if Airservices collects personal information for the purpose of flight billing (calculating charges for use of an individual's aircraft) it may use the information to analyse flight patterns for planning purposes or disclose the information to a third party for that purpose.

There are limited circumstances in which Airservices may use or disclose information for a different purpose (secondary purpose) without your consent, including where the secondary purpose is:

- directly related to the primary purpose;
- required or authorised under an Australian law or 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.

Overseas disclosure

Airservices discloses personal information in databases and systems to third parties located overseas for business, systems administration and systems maintenance purposes. This disclosure occurs pursuant to commercial arrangements.

Airservices takes reasonable steps in its commercial arrangements to ensure any third party recipient of personal information manages that personal information in accordance with the Australia Privacy Principles under the Privacy Act 1988.

It is not practicable to list every country to which Airservices may provide personal information as this will vary depending on the circumstances.

Access to personal information

A person may request access to personal information about them that Airservices holds. There is no cost for making a request and a request will be processed within 30 days. If access is not granted, the person making the request will be provided with a written statement of reasons.

The right to request access to personal information is additional to and separate from rights under the *Freedom of Information Act 1982* (the FOI Act).

Correction of personal information

A person may request correction or notation to personal information held by Airservices if it is incorrect, out of date or incomplete. There is no cost for making a request and a request will be processed within 30 days. If correction or notation is not to be made, the person making the request will be provided with a written statement of reasons.

How to request access or correction

A request for access, correction or notation should be made in writing to the Airservices Privacy Contact Officer:

Email: privacy@airservicesaustralia.com
Post: Privacy Contact Officer
Office of Legal Counsel
GPO Box 367
Canberra ACT 2601

Making a privacy complaint to Airservices

Complaints about how Airservices has managed personal information or a request for access, correction or notation should be made in writing and sent to the Privacy Contact Officer using the contact details provided above. Complaints should include enough detail for proper investigation. Airservices will investigate a complaint and provide a notification of the outcome as soon as practicable after the investigation is complete. A complainant will be kept up to date on the progress of the complaint.

If a complainant is not satisfied with the outcome of an investigation, they may contact the Office of the Australian Information Commissioner (OAIC). Further details about making a privacy complaint to the OAIC can be found at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>.

Further information

For information about privacy and/or complaint handling within Airservices please email privacy@airservicesaustralia.com or call +61 2 6268 5108.