



HOBART INTERNATIONAL AIRPORT PRIVACY POLICY

This Privacy Policy explains how Hobart International Airport Pty Limited ([HIAPL, us or we](#)) collects and discloses your personal information.

We carry out a wide range of business activities including operating and maintaining the airport, developing the airport and the surrounding precinct, marketing the airport and working with the businesses that operate upon airport, including food and beverage, retail, car parking and car rental businesses. We collect information, including personal information, for a variety of reasons, from issuing security passes for those working at our airport, to general passenger information that we collect through normal passenger use of our facilities

We carry out our business activities in accordance with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth) ([Privacy Principles](#)).

The kinds of personal information that we may collect

Personal information that we may collect includes:

general:

- o contact and identification details e.g. name, postal or email address, post code, telephone numbers, date of birth and gender;
- o recordings of your image (eg CCTV images) or voice (eg calls to certain airport operations or security lines);
- o vehicle registration details (eg number plate details);
- o transaction information (eg credit card details);
- o travel related information (eg flight details, purpose of travel, nationality and visa status); or
- o information in connection with your devices connecting to, or being identified by, our infrastructure such as WiFi (eg usage, location, type of device, MAC address and IP address);

security information (ie if you apply for security identification or similar):

- o your place of birth, country of citizenship, gender, driver's licence details, passport number or Aviation Security Identity Card (ASIC) number;
- o your photo; or
- o your residential addresses for the last 10 years, details of previous criminal offences, details of any pending prosecutions, and information provided to us by relevant government agencies (such as the outcome of criminal records checks, security assessments and immigration checks); or

marketing:

- o your preferences concerning types of products and/or services;
- o the products you purchased at the airport or services used at the airport including amount

- spent on products/services;
- o how often you visit the airport;
- o the frequency of use of certain types of products or services;
- o the methods, purpose and frequency of travel;
- o your travel destination or preferred destinations;
- o number of people travelling with you;
- o number of people you are meeting or farewelling at the airport;
- o your income demographics;
- o statistical information about your use of our websites, social media channels, mobile applications or wireless internet; and
- o IP addresses, MAC addresses, geographical location, pages visited and computer information such as the operating system.

How we may collect personal information

When we collect personal information, it will normally only be collected directly from you when you deal with us for example by telephone, by correspondence through a letter, fax or e-mail, via our website, by making an application for an ASIC, Authority to Drive Airside (ADA) or other form of identification card, or through direct face-to-face contact.

Other ways in which we collect personal information include:

- when you interact with us via our websites, social media channels, mobile applications or Wi-Fi;
- the use of cookies and other tracking systems online;
- where you access any of our retail systems;
- when you subscribe to any our newsletters, participate in surveys, competitions or promotions;
- when you submit your resume or an application, or participate in interviews or testing, for employment or contracting opportunities with us; and
- the recording of your image on CCTV footage; and
- the recording of calls to certain airport operations and security telephone lines for security and/or safety purposes.

We also collect your personal information from other organisations we deal with including:

- law enforcement agencies (eg the police);
- Government agencies (eg the Civil Aviation Safety Authority (CASA), WorkCover, Airservices or the Department of Immigration);
- our tenants and contractors (eg airlines, car park operators, security, retail outlets, marketing consultants and project companies); and
- our professional advisers.

If you access external websites, applications or services via hyperlinks from our online platforms, we may also receive your personal information.

We may also collect your personal information from publicly available sources of information.

We may provide links to third party websites on our website, or allow third party advertising on our website, or via the IT network at Hobart Airport.

Once you click on a link to a third party's website, or an advertisement, we are not responsible for how your personal information is collected and used on such sites. This privacy policy does not apply to any third party's website.



Dealing with us anonymously

Typically, we need the information we request from you. Where the circumstances allow, we may permit you to deal with us anonymously or using a pseudonym (eg when you make a general enquiry).

If you do not provide us with your personal information, it may not be possible for us to provide you with the products, services or information you request or provide you with an appropriate level of service.

How we hold personal information

The security of your personal information is important to us and we take reasonable steps to protect it from misuse, interference and loss, and from unauthorised access, modification or disclosure. Some of the measures we use include:

- firewalls and login password protocols for all information stored electronically;
- network segregation with access restricted to staff holding appropriate positions;
- confidentiality requirements for our employees and contractors;
- security management systems and associated reporting processes; and
- controlling physical access to our buildings.

We may retain your personal information while we consider we require it or as otherwise required by law.

In accordance with the 2018 amendments to the Privacy Act, if, in the unlikely event that we experience a data breach likely to result in serious harm, we will notify any affected individuals. A data breach is when there has been unauthorised access to or unauthorised disclosure of personal information or loss of personal information that we hold. We will notify you, if you are affected by this unlikely event, via mail, SMS, email, telephone or online.

The purposes for which we collect, hold, use and disclose personal information

Personal information collected by us is generally held and used as necessary for purposes related to our functions and activities including:

- to provide services and to help us develop, improve, manage and administer the services we provide, including to get in contact with you about our services;
- to ensure that our systems are functional and reliable, which may include fulfilling legal obligations;
- to process, assess, cancel or suspend applications effectively for the issue of authorities, licenses, passes, permissions and permits (including ADAs, ASICs, and other identification cards);
- to conduct marketing activities including market research, customer profiling and targeted marketing activities;
- as part of the investigation and analysis of incidents or occurrences (including potential incidents and occurrences) which occur at Hobart Airport;
- to investigate, respond to and defend claims made against, or involving, us;
- to contract with individuals; and
- to enforce our agreements or to otherwise exercise our rights or satisfy our obligations.

We will use and disclose your personal information:

- for the purposes for which we collected it or any related or associated purpose;
- any other purpose provided you may reasonably expect us to use or disclose your personal information for that other purpose;
- if you consent to the use or disclosure; or
- where the use or disclosure is authorised under the Privacy Principles or otherwise at law.

We might let you know - via mail, SMS, email, telephone or online - about news, special offers, products and services that might serve your needs or that you might be interested in. We may also ask for your



opinion or about your use of the airport or our offerings via research or surveys. We will engage in direct marketing to you where you have consented and unless you tell us otherwise. You can contact us to update your direct marketing preferences at any time.

We may also use and disclose your personal information to others that provide us with specialised data matching, trending or analytical services as well as general marketing services. We, and those who provide us with marketing services, may combine the personal information we collect from you with information we, or our service providers, already hold about you and use it for further marketing, including online targeted marketing, data and audience matching and market segmentation.

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

How you may access your personal information and seek correction of it.

You have a right to request access to your personal information and/or to request that it be corrected. To protect your personal information we will always endeavor to confirm your identity before giving access or making any change. You can ask for access by contacting us via the details below.

There are circumstances when we might not give you access to the personal information we hold about you. If that occurs, we will tell you why in writing.

If your request is complex, resource intensive, or may incur additional costs in providing you with access, we will require that you to pay those charges. We will notify you of any charges before we proceed.

Changes to this privacy policy

We will update this privacy policy from time to time. The amended privacy policy will be posted on our websites and will be effective when posted.

How you may contact us with privacy issues

We welcome your feedback. Please contact us if you have any questions or comments about our privacy policy or privacy procedures:

- Online: www.hobartairport.com.au/contact/
- Phone: 03 6216 1600 between 9:00am to 5:00pm, Monday to Friday
- Fax: 03 6248 5540
- Mail: Privacy Officer, Hobart International Airport, 6 Hinkler Road, Cambridge Tasmania 7170.

How you may complain

If you have a complaint about how we have dealt with your personal information, we would like to hear from you. All formal privacy complaints must be in writing however you are welcome to contact us by phone in the first instance if you prefer:

- Call 03 6216 1600 between 9:00am to 5:00pm, Monday to Friday and request to speak with our Privacy Officer.

To put a privacy complaint in writing please contact us by:

- Submitting an enquiry form via our website at www.hobartairport.com.au/contact/.

We will try to acknowledge receipt of your written complaint within 5 working days after we receive it. We need a reasonable time to conduct enquiries and so we will usually provide you with a formal response within 20 working days of receiving your written complaint. If the circumstances of your complaint are complex and we need additional time to provide you with a formal response, we will contact you to let you know.

If you still feel your issue has not been resolved then you can raise your concern with the Australian Privacy Commissioner:

- Online: www.oaic.gov.au
- Phone: [1300 363 992](tel:1300363992) or (if outside Australia) [+61 2 9284 9749](tel:+61292849749)
- Email: enquiries@oaic.gov.au

