

COMPLETE AVIATION

PRIVACY POLICY

This Privacy Policy applies to all personal information collected by Casair Pty Ltd (ACN 066 634 213), Airport Property Management (ACN 137 561 589) and Complete Aviation Freight (ACN 621 136 150) (together “we”, “our” and “us”), via our website located at <https://casair.com.au/>.

1.0 WHAT IS “PERSONAL INFORMATION”?

- a. The *Privacy Act 1988 (Cth)* currently defines “personal information” as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable:
 - i. whether the information or opinion is true or not; and
 - ii. whether the information or opinion is recorded in a material form or not.
- b. If information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as “personal information” and will not be subject to this privacy policy.
- c. Our Privacy Policy has been created with reference to the Australian Privacy Principles, which provide the privacy protection framework founded in the *Privacy Act*.

2.0 WHAT INFORMATION DO WE COLLECT?

The kind of personal information that we collect from you will depend on how you use the website.

The personal information which we collect and hold about you may include the following:

- a. General information about you: your name, title, gender, date of birth, contact details, passport or other identification details (which may include your image) and your answer to a security question for your account;
- b. Contact details: such as phone number, address, email address, and social media handle;
- c. Travel details: such as travel itinerary, baggage, seat preferences, seat and meal requests;
- d. Health and dietary information: dietary requirement and health information, including requests for specific assistance, in connection with your use of our products and services;
- e. Payment details: such as your credit or debit card number and its associated expiry date;
- f. Prior interactions: such as any feedback, complaints, compliments, claims you have made (such as in relation to lost luggage), records of any correspondence and interactions with us and our staff (including in person, online, by telephone or email and via social media);
- g. Website details: if you use our website, your location, IP address, mobile telephone number or ID, and details of how you use the website and any third party sites that you have accessed from them;
- h. Employment information: if you are an employee or other person travelling or obtaining products or services in relation to one of our corporate, business or government clients, certain information about your employment or relationship with our corporate or government clients such as your employer’s name, your employee number, your professional title and your work contact information.

3.0 HOW WE COLLECT YOUR PERSONAL INFORMATION

- a. We may collect personal information from you whenever you input such information into the website.
- b. We also collect cookies from your computer which enable us to tell when you use the website and also to help customise your website experience. As a general rule, however, it is not possible to identify you personally from our use of cookies.

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4.0 PURPOSE OF COLLECTION

- a. The purpose for which we collect personal information is to provide you with the best service experience possible on the website.
- b. We customarily disclose personal information only to our service providers who assist us in operating the website. Your personal information may also be exposed from time to time to maintenance and support personnel acting in the normal course of their duties.
- c. By using our website, you consent to the receipt of direct marketing material. We will only use your personal information for this purpose if we have collected such information direct from you, and if it is material of a type which you would reasonably expect to receive from us. We do not use sensitive personal information in direct marketing activity. Our direct marketing material will include a simple means by which you can request not to receive further communications of this nature.

5.0 ACCESS AND CORRECTION

Australian Privacy Principle 12 permits you to obtain access to the personal information we hold about you in certain circumstances, and Australian Privacy Principle 13 allows you to correct inaccurate personal information subject to certain exceptions. If you would like to obtain such access, please contact us as set out below.

6.0 COMPLAINT PROCEDURE

If you have a complaint concerning the manner in which we maintain the privacy of your personal information, please contact us as set out below. All complaints will be considered by our privacy officer, and we may seek further information from you to clarify your concerns. If we agree that your complaint is well founded, we will, in consultation with you, take appropriate steps to rectify the problem. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner.

7.0 OVERSEAS TRANSFER

Your personal information will not be disclosed to recipients outside Australia unless you expressly request us to do so. If you request us to transfer your personal information to an overseas recipient, the overseas recipient will not be required to comply with the Australian Privacy Principles and we will not be liable for any mishandling of your information in such circumstances.

8.0 HOW TO CONTACT US ABOUT PRIVACY

If you have any queries, or if you seek access to your personal information, or if you have a complaint about our privacy practices, you can contact us on:

Deborah Burns. Privacy Officer

query@casair.com.au



Stuart Burns
Chief Executive Officer
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