



## PRIVACY POLICY



### Purpose and scope

Airline Academy of Australia Pty Ltd (**the Academy**) is committed to complying with the *Privacy Act 1988* (Cth) (**Privacy Act**), including the Australian Privacy Principles. This Privacy Policy is intended to provide a clear and concise summary of the Academy's current approach to the handling of personal information in accordance with the Australian Privacy Principles.

The Academy will provide a free copy of this policy to anyone who asks for it.

### What types of personal information does the Academy collect?

*Personal information* means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

Examples of personal information collected by the Academy or its agents about students and prospective students include name, photo, email address, contact telephone numbers, address, education and training history, nationality, passport number and student visa details (for international students), date of birth, tax file number (for VET Fee-Help students), emergency contact details, academic qualifications and results, work experience, flight logbook details, identification documentation (e.g. driver's license), CASA documents, Aviation Security Identification details and medical history.

When the Academy hires its aircraft, simulators, equipment or facilities, it may also collect individuals' names, email addresses, contact telephone numbers and addresses, payment and/or credit/debit card information, CASA documents and Aviation Security Identification details.

The Academy may collect the following personal information from job applicants, suppliers or contractors: name, employment history and experience, qualifications, date of birth, contact details (e.g. telephone number, email address and address), referee details, emergency contact details, passport details, CASA documents and Aviation Security Identification details.

Contact details may also be collected from individuals representing industry related contacts such as education agents and other educational institutions.

Personal information can include *sensitive information*. Sensitive information is defined in the Privacy Act as information or an opinion about a person's race, ethnic origin, political opinions, membership of political associations and trade associations, religious or philosophical beliefs, sexual orientation or practices, or criminal record, health information, genetic information about an individual that is not otherwise health information, biometric information that is used for the purpose of automated biometric verification or biometric identification and biometric templates.

The Academy does not usually collect sensitive information, except that it may collect the following information in relation to students or applicants: health information, health insurance information and/or criminal history. Sensitive information will only ever be used for the purpose it was collected. We never use sensitive information for direct marketing purposes.



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### How does the Academy collect and hold personal information?

The Academy collects personal information from:

- Individuals directly e.g. face to face, telephone or through completion of enrolment application forms and other forms;
- Education agents;
- Other educational and training institutions;
- Tour operators; and
- Referees and former employers (in the case of job applicants and contractors).

The Academy also collects personal information through its website at [www.airlineacademy.com.au](http://www.airlineacademy.com.au). The Academy's Website Privacy Statement provides further information about the types of personal information that the Academy may collect through the website.

### Disclosure of personal information

In the course of its business, the Academy may disclose personal information to:

- Royal Queensland Aero Club Ltd and ATAE Pty Ltd;
- Education agents;
- Other educational and training institutions;
- Tour operators;
- Referees and former employers (in the case of job applicants and contractors);
- External organisations that are our agents or contractors;
- External service providers to the Academy, such as airlines and third party service providers who provide the Academy with administrative, telecommunications, transport or other services;
- Our professional advisers such as accountants, lawyers and auditors;
- Federal, State and Territory authorities; or
- If required or authorised by law, regulatory bodies, government agencies and authorities, law enforcement bodies and courts.

### Why does the Academy need personal information?

The Academy only collects personal information if it is reasonably necessary for, or directly related to, its business functions and activities.

Any personal information that the Academy collects will only be used for the purpose for which it was collected, or as allowed by law.

The purposes for which the Academy collects, holds, uses and discloses personal information include assessing enrolment applications, provision of education and training services, providing or managing our products and services including hiring of aircraft and simulators and the provision of training facilities, administration, business planning and other internal management functions and operations related to the provision or management of the Academy's services, marketing our business, enhancing the Academy's relationship with students and education agents, debt collection, complying with our legal obligations, audit, assessment of employment applications and to provide information required by law.



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### Direct marketing

The Academy may use personal information collected directly from the relevant individuals to send direct marketing material in relation to the Academy's products or services, or the products or services of third parties that the Academy considers may be of interest to the individual.

We never use sensitive information or credit information for direct marketing purposes.

If you do not wish to receive marketing information from the Academy, you may at any time opt-out of receipt of further marketing communications by contacting our Privacy Officer (contact details below). If direct marketing is by email, you must also use the unsubscribe function.

### Government related identifiers

The Academy does not use any government related identifiers, such as driver's licence numbers, as its own internal identifier of any individual. The Academy will not use or disclose any government related identifiers other than in accordance with the Privacy Act, or as otherwise required or authorised by law.

### Data integrity and security

The Academy endeavours to ensure that all personal information it holds is accurate, complete and up-to-date. To assist us with this, individuals should contact us if any of their personal information changes, or if they believe that the personal information we have is not accurate or complete.

The Academy takes reasonable steps to protect the personal information that it holds from misuse, interference or loss, or from unauthorised access, modification or disclosure.

If the Academy no longer requires personal information that it holds (including when we are no longer required by law to keep records relating to you), it will take such steps as are reasonable in the circumstances to destroy the information or ensure that the information is de-identified.

### Disclosure overseas

We are unlikely to disclose your personal information to overseas recipients, however if we do so, it will be in accordance with the *Privacy Act 1988* (Cth).

### Access and correction

Individuals can ask the Academy for access to their personal information held by the Academy by sending a written request to our Privacy Officer at the address below or at [privacy@airlineacademy.com.au](mailto:privacy@airlineacademy.com.au).

The Academy does not impose a charge for making a request for access, however we may charge for reasonable administrative costs incurred in providing access.

You can ask the Academy to correct or update your personal information. The Academy does not impose any charge with respect to requests for correction or updates.

Before correcting or providing access to personal information in response to a request, the Academy will require your identity to be confirmed.

Requests for access or correction may be refused upon the grounds contained in the Privacy Act. If we refuse to provide access, or to correct personal information, the Academy will provide you with reasons for the refusal.

### Complaints

Privacy related complaints should be directed to the Academy's Privacy Officer in writing at the address below or at [privacy@airlineacademy.com.au](mailto:privacy@airlineacademy.com.au).



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No charge will be imposed for the making of a complaint, or for dealing with the complaint.

Once a complaint has been lodged, our Privacy Officer will acknowledge its receipt to you as soon as possible.

We will endeavour to respond to your complaint as soon as possible.

We will do our best to ensure that our investigation is completed, and a decision on your complaint is communicated to you, within 30 days of our receipt of the written complaint. We will inform you if we need more time.

If we are not able to resolve your complaint to your satisfaction you may also contact the Australian Information Commissioner.

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

GPO Box 5218

SYDNEY NSW 2001

Telephone: 1300 363 992

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

### **Employee records**

Employee records are exempt from the operation of the Australian Privacy Principles.

### **The Academy Privacy Officer**

The Academy's Privacy Officer's contact details are:

Address: Privacy Officer  
Royal Queensland Aero Club Ltd Group  
Qantas Avenue, Archerfield Airport  
Brisbane Qld 4108

Telephone: +61 (7) 3722 3200

Email: [privacy@airlineacademy.com.au](mailto:privacy@airlineacademy.com.au)

### **Changes to this policy**

This Privacy Policy sets out how the Academy manages personal information. It may be varied from time to time. It does not create any legally enforceable rights or obligations beyond the rights and obligations created by the Privacy Act.

This Privacy Policy was last updated on 4 December 2014.