

**AEROSPACE MARITIME and DEFENCE FOUNDATION OF
AUSTRALIA LIMITED**
ABN 97 003 774 838

PRIVACY POLICY

Introduction

Aerospace Maritime and Defence Foundation of Australia Limited is subject to obligations set out in the Privacy Act 1988 (Cth) as amended (the "Privacy Act").

In this privacy policy:-

- (i) The words "we", "our" and "us" refer to Aerospace Maritime and Defence Foundation of Australia Limited ABN 97 003 774 838 and each of its related bodies corporate.
- (ii) "related bodies corporate" has the meaning given to it by Section 50 of the Corporations Act 2001 (Cth) and in relation to Aerospace Australia Limited includes Aerospace Australia Limited ABN 63 091 147 787 and Maritime Australia Limited ABN 31 091 148 837.

Aerospace Maritime and Defence Foundation of Australia Limited and its related bodies corporate (Maritime Australia Limited and Aerospace Australia Limited) are not-for-profit companies limited by guarantee variously established to promote the development of aviation and Australian aerospace, maritime and defence resources.

In the pursuit of our objectives, we conduct various events and activities.

We respect your privacy and we are committed to the National Privacy Principles.

To comply with our obligations under the Privacy Act, we and our related bodies corporate have a privacy policy which sets out how we manage privacy in our organisation.

This document sets out our privacy policy. You are welcome to receive more information by contacting us at the address shown below.

Purpose of the Policy

We take our obligations under the Privacy Act seriously and we are committed to protect the privacy of personal information held in respect of individuals.

This privacy policy explains how we collect, use and disclose personal information.

Collection of Personal Information

We collect personal information in various ways, for example:-

- by telephone
- in person
- by written documentation
- over the internet
- from application or registration forms
- from directories, lists or databases

Wherever possible, we collect personal information from you. There are occasions, however, when we collect personal information from someone else or from another organisation.

Sometimes, we may also collect information about someone else from you. In these cases, you are responsible for telling the other person that you have provided us with information about them, for letting them know who we are and that they have access to their personal information. If you wish, you can refer them to our privacy policy.

Whatever the source of the personal information we collect about individuals, we respect the privacy of such information and comply with our obligations under the Privacy Act.

The Personal Information that the Organisation Collects

We collect and hold the following personal information about individuals:-

- Name
- Date of Birth
- Contact details
- Occupation
- Corporate Position
- Company, firm or organisation to which the individual belongs

In particular, we collect and hold such personal information in respect of past, present and potential patrons, visitors, exhibitors, volunteers, participants and customers.

Where applicable, we also collect and hold the following additional personal information in respect of participants in our aviation events and activities:-

- Flying Licence details
- Aircraft type endorsements
- Approvals, waivers, ratings and certifications
- Flying experience and qualifications
- Details of aircraft owned or operated
- Membership of aviation associations or organisations

We may also collect information about an individual's use of our products and services or those of our contractors or suppliers, and any preferences an individual tells us.

In respect of our volunteer event personnel, we may also collect and hold the following further personal information:-

- Photographs
- Emergency contact details
- Clothing measurements
- Accommodation preferences and requirements
- Driver's Licence details
- Languages – written or spoken
- Airshow experience
- Volunteer experience
- Participation availability
- Areas of expertise, experience and training
- Work and activity preferences
- Aptitude and personality indicators
- References, reports and assessments
- Training requirements and availabilities
- Medical conditions suffered and medications used, of which the individual makes us aware
- Security and Police information

(Except with the consent of the individual concerned, we do not disclose personal information to any organisation concerning volunteers other than name, date of birth and contact details)

We do not collect information about political or religious beliefs, ethnic background or sexual preference.

The Purpose for which Personal Information is Collected

We only collect personal information about individuals to enable us to undertake (and for the purpose of) our normal activities, including:-

- Conducting our events and activities
- Extending and processing invitations to attend or participate in our events and activities
- Managing admission to our events and activities
- Marketing and sales
- Debtor and creditor transactions
- Sponsorship
- Promotions
- Direct marketing
- Corporate and membership administration
- Volunteer event personnel administration

Disclosure of Personal Information

It is our aim to respect and protect the privacy and confidentiality of personal information.

However, we will usually disclose personal information to our:-

- Insurers
- Suppliers and contractors
- Mailing houses contracted to provide services to us

Except with the consent of the individual concerned, we do not disclose personal information to any organisation concerning volunteers other than name, date of birth and contact details

We require our insurers, suppliers, contractors and mailing houses to comply with an Industry Privacy Code or the National Privacy Principles.

We do not disclose personal information to any other organisations, without consent.

Storage of Personal Information

We will take all reasonable steps to protect the security of the personal information that we hold.

This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy.

We normally do not contract out our data storage or processing functions. If we do contract them out, we require the contractor to comply with an appropriate Industry Code or the National Privacy Principles.

Accuracy of Personal Information

We take reasonable steps to ensure that the information we hold about you is accurate, complete and up to date.

Please let us know if you believe that the information which we hold about you is not accurate, complete or up to date.

Consequences if all or part of the Information is not Provided

You are not obliged to give us your personal information.

However, if you choose not to provide us with all or part of the personal information we request, we may not be able to:-

- Provide you with the goods or services you require
- Extend or process invitations to you to attend or participate in our events or activities
- Admit you to attend or permit you to participate in our events or activities
- Register you as a volunteer team member for our events or activities
- Provide you with the full range of our products and services
- Inform you about the events and activities conducted by us, the products and services offered by us or the products and services offered by any other organisation whose products and services we promote

Access to Personal Information

We provide you with access to the personal information that we hold about you and we comply with the following principles:-

- All requests by you for access will be treated seriously
- All requests will be dealt with promptly
- All requests will be dealt with in a confidential manner
- Requests by you to access your personal information will not affect your existing obligations or the commercial arrangements between you and us.

Access will be denied if:-

- The request does not relate to the personal information of the person making the request
- Providing access would pose a serious and imminent threat to life or the health of a person
- Providing access would create an unreasonable impact on the privacy of others
- The request is frivolous and vexatious
- The request relates to existing or anticipated legal proceedings
- Providing access would prejudice negotiations with the individual making the request
- Access would be unlawful
- Denial of access is authorised or required by law
- Access would prejudice law enforcement activities
- Access would disclose a commercially sensitive decision making process or information, or
- Any other reason that is provided for in the National Privacy Principles set out under the Privacy Act.

Where possible, we will favour providing you with access, either by providing you access to the appropriate parts of the record or by using an appropriate intermediary.

The form of access we will provide is to allow you to inspect, take notes of or receive copies of print-outs of the personal information that we hold about you.

To obtain access, you must provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined.

You can make your request in writing by contacting our Privacy Officer at the address shown below.

We will take all reasonable steps to provide you with access within thirty (30) days of your request.

You will not be charged by us a fee for lodging a request for access to personal information, but we may charge you reasonable fees for photocopying, retrieval of information or to cover other costs involved in providing access.

Where there is a dispute about the right or forms of access, this will be dealt within accordance with our grievance policy.

Marketing Communications

It is our aim to provide our patrons, visitors, exhibitors, volunteers, participants and customers with access to a range of the events and activities conducted by us, the products and services offered by us and those of any other organisation whose products and services we promote.

We use the information you provide to us for market research and to promote and market our events and activities, our products and services and those of other organisations whose products and services we promote.

You have the right to choose not to receive marketing communications from us. If you do not wish to receive marketing or promotional material from us, please let us know.

We also ask you to inform us if you do not want your personal information to be used or disclosed for marketing purposes.

Privacy Complaints

We recognise the importance of your privacy and we are committed to protecting the privacy of the personal information we hold. The following is our grievance policy.

If you have provided us with personal information, you have a right to make a complaint, have it investigated and dealt with under this policy.

For the purposes of this policy, a privacy complaint refers to any concern or dispute that you have with our privacy practices as it relates to your personal information. This could include matters such as:-

- How personal information is collected
- How personal information is stored
- How personal information is used or disclosed
- How access is provided to personal information

If you have a complaint about privacy, please contact our Privacy Officer at the address shown below.

All complaints will be logged on a database or complaints register.

You may complain orally or in writing.

Usually, your contact with our organisation will be the proper person to discuss or resolve your complaints. However, if your privacy complaint is not resolved, the matter will then be referred to the next level of management.

It is our aim, wherever possible, to achieve an effective resolution of your complaint within thirty (30) days or, if this is not possible, a reasonable time frame.

Once the complaint has been made, the point of contact in our organisation can then resolve the matter in a number of ways:-

1. Request further information and investigation

Your initial contact may request further information from you. You should be prepared to give us as many details as possible, including details of any relevant dates and documentation. This will enable the contact to investigate the complaint and determine an appropriate and useful solution. All details provided will be kept confidential. If the complaint is to be

investigated, we will try to do so as soon as possible, but it may be necessary to contact others in order to proceed with the investigation and process your complaint.

2. Discuss Options

We will discuss options for resolutions and if you have suggestions about how the matter might be resolved you should discuss this with your contact. The contact could also suggest other solutions or give examples of how the personal information can be revised or stored in a different way.

3. Refer to Chief Executive

If your complaint is not resolved at the local level, it will be referred to our Chief Executive who will be provided with the history and may discuss the complaint with employees or other parties that are involved.

4. Resolution

You will be informed of the outcome and the reasons for the decision. If this does not resolve the complaint, the matter will be referred to a mutually agreed intermediary.

5. Refer to Office of the Privacy Commissioner

If, after the above steps have been followed, you are still dissatisfied with the outcome, you may refer the complaint to the federal office of the Privacy Commissioner.

We will keep a record of your complaint and the outcome.

We are unable to deal with anonymous complaints, as we are unable to investigate and follow up such complaints properly. However, in the event that an anonymous complaint is received, we will note the issues raised and try to resolve them appropriately.

Amendments to Privacy Policy

This privacy policy is current as at the date shown below. It may be amended by us from time to time.

Copies of our current privacy policy at any time can be obtained by contacting us at the address shown below.

Contact Address

For further information regarding this Privacy Policy or to contact us:-

The Privacy Officer
Aerospace Maritime and Defence Foundation of Australia Limited
PO Box 4095
GEELONG VIC 3220
Telephone: 03 5282 0500
Facsimile: 03 5282 4455
Email: privacy@aerospaceaustralia.com.au

Current at 23 April 2002