



# PRIVACY AND INFORMATION HANDLING PROCEDURES

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## 1. Purpose

This policy outlines Bankstown Helicopters' commitment to managing personal information in an open, transparent, and secure manner, ensuring compliance with the Australian Privacy Principles (APPs) as stipulated under the Privacy Act 1988.

## 2. Scope

This policy applies to all employees, contractors, and third-party service providers of Bankstown Helicopters who handle personal information collected from students, staff, and other individuals.

## 3. Principles

### 3.1 Management of Personal Information

Bankstown Helicopters will:

- Collect personal information only for purposes directly related to its operations, ensuring all information is reasonably necessary for these purposes.
- Handle personal information in accordance with the APPs, ensuring protection against misuse, interference, loss, unauthorized access, modification, or disclosure.
- Maintain up-to-date and accurate procedures for information management.

### 3.2 Access to Personal Information

Individuals have the right to:

- Request access to their personal information held by Bankstown Helicopters.
- Have their personal information corrected if it is inaccurate, out of date, incomplete, or misleading.

Requests for access or correction can be made via the contact details provided in Section 8.

### 3.3 Correction of Personal Information

- Upon receiving a request to correct personal information, Bankstown Helicopters will:
  - Take reasonable steps to correct the information to ensure it is accurate, up to date, complete, and not misleading.
  - Notify any third party to whom the information has been disclosed, if requested and lawful to do so.
- If a correction request is refused, Bankstown Helicopters will provide written reasons for the refusal and outline complaint mechanisms available to the individual.

### 3.4 Notification of Collection

At the time of collecting personal information or as soon as practicable afterward, Bankstown Helicopters will notify individuals of:

- Its identity and contact details.
- The purpose of collection.
- The main consequences of not providing the information.
- Any third parties to whom the information may be disclosed, including the possibility of disclosure to the Commonwealth.
- How individuals can access and correct their information.
- How individuals can lodge complaints.

## 4. Use and Disclosure of Personal Information

### 4.1 Use and Purpose

Personal information collected by Bankstown Helicopters will only be used for:

- Enrolling students and managing their training and certifications.
- Complying with legal and regulatory obligations.
- Internal administrative purposes.

### 4.2 Disclosure

- Personal information may be disclosed to:
  - The Commonwealth for reporting and compliance purposes.
  - Third-party service providers engaged by Bankstown Helicopters to perform administrative functions.
  - Other parties as required by Australian law or court/tribunal orders.

### **4.3 Overseas Disclosure**

If personal information is disclosed to overseas recipients, Bankstown Helicopters will ensure that the recipient complies with the APPs or equivalent privacy protections.

## **5. Security of Personal Information**

Bankstown Helicopters will take reasonable steps to:

- Protect personal information from misuse, interference, loss, unauthorized access, modification, or disclosure.
- Destroy or de-identify personal information no longer required, unless required by law to retain it.

## **6. Complaints**

### **6.1 Lodging Complaints**

Individuals can lodge complaints regarding potential breaches of the APPs by contacting Bankstown Helicopters through the contact details in Section 8. Complaints will be addressed promptly in accordance with our internal complaint resolution process.

### **6.2 Complaint Resolution**

Bankstown Helicopters will:

- Acknowledge complaints within 5 business days.
- Investigate and provide a response within 30 days.
- Inform individuals of their right to escalate complaints to the Office of the Australian Information Commissioner (OAIC) if unsatisfied.

## 7. Policy Availability

This policy is publicly available, free of charge, on Bankstown Helicopters' website. A printed copy can also be provided upon request.

## 8. Contact Information

For requests, complaints, or further information, please contact:

**Personnel:** Administration Manager

**Email:** [training@bankstownhelicopters.com.au](mailto:training@bankstownhelicopters.com.au)

**Phone:** (02) 9791-0500

**Postal Address:** PO Box 29, Georges Hall NSW 2198

## 9. Review and Updates

This policy will be reviewed annually or as required to ensure compliance with the Privacy Act 1988 and any other relevant legislation.

**Approval Approved by:** William Miller

**Position:** Chief Executive Officer

**Date:** 8th January, 2025