



## Privacy Policy

Brooks Airways recognises the importance of the privacy of individuals who have dealings with Brooks Airways, such as customers, suppliers and employees. Brooks Airways is bound by the Australian Privacy Principles, to the extent required by the Privacy Act 1988. This policy outlines how Brooks Airways collect, use and manage personal information.

### Personal Information Brooks Airways Service Collects

Brooks Airways collects personal information where reasonably necessary for its functions and activities. Personal information that Brooks Airways may hold includes the following:

- name, address and contact details.
- date of birth.
- employment and income details.
- bank account details.
- details of the products and services provided to an individual by Brooks.
- details of an individual's dealings with Brooks, including records of telephone, email and online interactions.
- Medical information including, but not limited to. pre-employment medicals, fitness to work, drug and alcohol screening, vaccination and workplace medical condition/ treatment
- credit-related personal information (see section below).

### How Brooks Airways Collects Personal Information

Brooks Airways collects personal information directly from an individual where reasonable and practical. Brooks Airways may also collect such information from other sources, including:

- other entities who provide services to Brooks Airways, related to the products and services provided to an individual by Brooks Airways
- publicly available sources of information
- an individual's representatives (e.g. spouse, professional adviser).

### How Brooks Airways Uses Personal Information and to Whom it is Disclosed

Brooks Airways collects, uses and discloses personal information generally to provide an individual with products and services requested, mobilise employees to site and to respond to queries. Brooks Airways may also use personal information to make an individual aware of other products, services or offerings provided by Brooks Airways in conjunction with its business partners or associates.

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Brooks Airways may not be able to do these things without the individual's personal information. Should an individual associated with Brooks Airways commit, or is suspected to commit, potential or actual unlawful activity, misconduct or transfers of Brooks Airways business or assets, Brooks Airways may collect, use and disclose personal information in connection with these activities.

Brooks Airways understands the importance of keeping personal information private and only discloses such information to third parties in limited circumstances. Third parties with whom Brooks Airways usually exchanges information include:

- credit providers and credit reporting agencies
- an individual's representatives
- Brooks Airways' professional advisers including legal, accounting, auditing and business consulting advisers
- government and regulatory authorities
- Customer mobilisation teams or external mobilisation entities
- Clients requesting information for site access.

Brooks Airways also exchanges personal information with contractors who manage services provided to an individual on Brooks Airways' behalf, or who provide services to Brooks Airways, including:

- mailing services
- billing and debt recovery functions
- customer injury services
- marketing functions
- website, data management and technology services.

Parties to which Brooks Airways discloses personal information may be located in Australia and other countries.

### **Credit-Related Personal Information**

Brooks Airways sometimes provides products and services to customers on credit. In connection with this credit, Brooks Airways does in some cases handle certain consumer credit-related personal information described below (**credit-related personal information**), including information from credit reporting bodies (**CRBs**). For example, Brooks Airways may handle this information in providing credit to sole traders, or where individuals such as directors provide personal guarantees for credit Brooks Airways provides to their companies.

Brooks Airways may collect and hold any types of credit-related personal information about an individual permitted under the Privacy Act, including:

- name, sex, date of birth, driver's licence number, employer and three most recent addresses
  - confirmation of previous information requests to CRBs made by other credit providers
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and credit insurers about the individual

- details of previous credit applications, including the amount and type of credit and credit limit
- details of current and previous credit arrangements, including credit providers, start/end dates and certain terms and conditions
- permitted payment default information, including information about related payment arrangements and subsequent repayment
- Information about serious credit infringements (e.g. fraud)
- information about adverse court judgments and insolvency
- publicly available information about the individual's credit worthiness
- any credit score or credit risk assessment indicating a CRB's or credit provider's analysis of the individual's eligibility for consumer credit.

This information may include information about an individual's arrangements with other credit providers as well as with Brooks Airways.

Brooks Airways may disclose credit-related personal information to CRBs to assist the CRBs to maintain information about individuals to provide to other credit providers for credit assessments. Brooks Airways may collect credit-related personal information from CRBs for purposes including, to the extent permitted by law, to assess relevant creditor guarantee applications, manage and review the credit or guarantee, assign debts, collect overdue payments and produce assessments and ratings in respect of the individual's credit worthiness. Brooks Airways may also exchange credit-related personal information with guarantors, debt buyers and other credit providers.

The CRBs Brooks Airways may use include:

- Veda, PO Box 964 North Sydney 2059, [www.equifax.com.au](http://www.equifax.com.au), 138332
- Credit Works Australia, Suite 1218, 100 Walker Street, North Sydney, NSW, 2060, [www.creditworks.com.au](http://www.creditworks.com.au), [support@creditworks.com.au](mailto:support@creditworks.com.au), (02) 8188 2363.

Under the Privacy Act, individuals may request CRBs not to:

- use their credit-related personal information to determine their eligibility to receive direct marketing from credit providers; and
- use or disclose their credit information, if they have been or are likely to be a victim of fraud.

Please see other sections of this Privacy Policy for further information regarding access, correction, complaints, disclosures (including to other countries) of personal information and how we collect and hold personal information. This Privacy Policy is not intended to limit or exclude Brooks Airways' obligations under the Privacy Act in relation to credit-related personal information. Additional privacy consents and notifications may also apply to credit customers and guarantors.

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### **How Brooks Airways Stores Personal Information**

Brooks Airways stores personal information on secure servers with the assistance of its service providers. Brooks Airways maintains strict procedures and standards and takes a range of steps to prevent unauthorised access to, or disclosure of, personal information and protect an individual's information from misuse or loss. Once an individual's information is no longer needed by Brooks Airways, reasonable steps are taken to destroy or de-identify it.

### **Accessing and Updating Personal Information**

In most cases an individual can gain access to or update personal information held by Brooks Airways. To make a request to access or update personal information held by Brooks Airways, contact us in writing. Brooks Airways may need to verify your identity. Brooks Airways may charge a fee to cover the cost of retrieving and copying requested information.

### **Complaints and Further Information**

Further information may be obtained about how Brooks Airways manages personal information from Human Resources. If an individual believes that Brooks Airways has breached its privacy obligations or that individual's privacy rights in any way, a complaint can be made to Human Resources (see contact details below). Brooks Airways will endeavour to act promptly in response to a complaint.

### **Brooks Airways Contact Details**

Please contact Brooks Airways about privacy-related issues by post or email:

Human Resources

Brooks Airways

1 Baron Way, Jandakot WA 6164

Email: [ops@brooksairways.com.au](mailto:ops@brooksairways.com.au)

### **Updates to this Policy**

This Privacy Policy may vary from time to time and changes will be published on this page.

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