

Hinterland Aviation Privacy Policy

1. Introduction

Hinterland Aviation Pty Ltd (“we”, “us”, “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and disclose your personal information in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

By using our services, you consent to the collection, handling, and disclosure of your personal information as outlined in this policy.

2. Anonymity and Pseudonymity (APP 2)

Where practical, you may interact with us anonymously or use a pseudonym, such as when making a general inquiry. However, full identity details may be required for flight bookings, security, safety, or legal compliance.

3. What Personal Information We Collect

We may collect the following types of personal information:

- Contact details: Name, address, phone number, and email address.
- Travel details: Flight bookings, check-in details, baggage information, and travel history.
- Payment details: Credit/debit card information and transaction history.
- Identification information: Passport details, driver’s licence, or other government-issued identification.
- Communication records: Emails, phone calls, feedback, and customer service interactions.
- Website and digital activity: Information collected through cookies, IP addresses, and browsing behaviour on our website.
- Health information (Sensitive Information – APP 3.3): If relevant to your travel, such as Special Assistance requests, medical clearance, or safety-related concerns.

We collect sensitive information, such as health details, only with your explicit consent unless an exemption applies under the Privacy Act.

4. How We Collect Personal Information

We collect personal information directly from you when you:

- Make a booking, inquiry, or check-in for a flight.
- Request Special Assistance, medical clearance, or specific travel arrangements.
- Interact with us via our website, mobile apps, social media, or customer service channels.
- Are involved in an incident, complaint, or safety-related matter.
- Participate in surveys, competitions, or marketing promotions.

We may also collect information from third parties such as travel agents, authorised representatives, government authorities, and service providers.

5. How We Use Personal Information

We use personal information to:

- Process and manage your flight bookings and travel arrangements.
- Provide customer service and respond to inquiries.
- Ensure passenger and crew safety.
- Manage incidents, claims, and complaints.
- Comply with legal, regulatory, and security requirements.
- Improve our services, website, and customer experience.
- Conduct marketing and promotional activities (with your consent).

6. Consent and Marketing (APP 7)

We will only send you marketing communications if you have provided consent or if permitted by law.

- You can provide consent when booking a flight, subscribing to newsletters, or engaging in promotions.
- You can withdraw consent at any time by clicking the “unsubscribe” link in emails, updating your preferences via our website, or contacting us directly.

We do not sell or share your personal information with third parties for their direct marketing purposes.

7. Disclosure of Personal Information

We may share personal information with:

- **Government authorities:** Border security, immigration, customs, law enforcement, and public health bodies.
- **Service providers:** Ground handling, IT support, medical assistance, and other operational partners.
- **Airline and travel partners:** If you book connecting flights or travel services with other providers.
- **Authorised representatives:** Such as travel agents or legal representatives managing your booking.

8. Overseas Disclosure (APP 8.1)

Your personal information may be shared with service providers, authorities, or partners located outside Australia where necessary for travel or operational purposes.

We take reasonable steps to ensure that overseas recipients protect your data in accordance with Australian privacy laws, including contractual agreements or verification of equivalent data protection standards.

9. Security of Personal Information

We take reasonable steps to protect personal information from unauthorised access, use, or disclosure. Our security measures include:

- **Secure Storage and Encryption:** Industry-standard encryption for data in transit and at rest.
- **Restricted Access:** Role-based access controls and strong authentication.
- **Regular Security Reviews:** Ongoing assessments, vulnerability scans, and compliance checks.
- **Employee Training:** Regular privacy and security training for staff handling personal data.

- Incident Response Plan: A structured process to address and mitigate data breaches.

10. Health Information (Sensitive Information – APP 3.3)

We may collect health-related information only when necessary for your travel and with your explicit consent, except where otherwise permitted by law.

This includes:

- Special Assistance requests (e.g., wheelchair access, oxygen, medical devices).
- Medical clearance forms required to assess fitness to fly.
- Special meal requests related to medical conditions.
- Information provided in response to public health requirements.
- Details related to safety investigations, accidents, or health-related incidents.

If your condition changes mid-flight, we may notify a doctor who requested clearance or place you on a medical watch list for future travel assessment.

We do not use health information for marketing purposes.

11. Access, Correction, and Complaints

You may request access to or correction of your personal information by contacting us via our website.

If you believe we have handled your information improperly, you can submit a complaint, and we will investigate and respond within a reasonable timeframe.

If you are unsatisfied with our response, you may escalate the matter to the Office of the Australian Information Commissioner (OAIC).

12. Data Retention

We retain personal information only for as long as necessary for legal, regulatory, and operational purposes. Once no longer required, we securely delete or de-identify the information.

13. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website. Continued use of our services indicates acceptance of any updates.

Contact Us

For questions about this policy or your personal information, please contact:

Info@hinterlandaviation.com.au

+61 (07) 4040 1333