

# Privacy and Copyright

## Forest Air Helicopters (Aust) Pty Ltd Privacy Policy

Last updated: 5/6/2014

**Forest Air Helicopters (Aust) Pty Ltd** (ABN 188 925 875 44) (**Forest Air**) is sensitive to the concerns our online users may have about the safety and use of the personal information they provide. Please read this Privacy Policy carefully to understand how any personal information collected by Forest Air is used.

The website ([www.forestair.com.au](http://www.forestair.com.au)) (The site) is used to provide information and booking services for the products offered by Forest Air.

Access to the Site and the provision of the Services is conditional on Users accepting the terms of this Privacy Policy. The Privacy Policy applies to the collection, storage, use and disclosure by Forest Air of the personal information of the individuals using the Site.

This Privacy Policy has been developed in accordance with the Commonwealth Privacy Act 1988 and the Australian Privacy Principles (APPs).

Although we will comply with this Privacy Policy in respect of information provided to us by persons under the age of 18 years, those persons must obtain the consent of a parent or guardian prior to using the Site and the parent or guardian will be responsible for appropriately supervising the person's use of the Site.

### What we will do with a user's personal information

- All personal information that Forest Air collects is reasonably necessary for the purposes relating to providing our services to Users. The purposes include:
  - (a) process a booking (for example but not limited to sending order confirmation and booking confirmation details)
  - (b) enable Forest Air to communicate effectively, e.g. respond to any questions, concerns, or problems raised by the User

If someone other than the individual provides us with personal information about an individual, that we did not ask for and we determine that we could have collected this information from the individual had we asked for it, we will notify the individual as soon as practicable. This notice will be given unless to do so would be in breach of an obligation of confidence. If we could not have collected this information, we will lawfully de identify or destroy that personal information.

### What personal information we collect from you

- We request information from Users prior to their making a booking, for example contact information (like name, phone number, email address and delivery/ billing address). If there is an enquiry or trouble is experienced when processing an order or booking, this contact information is used to contact the User. This information will be saved for future orders and/ or bookings.
- In order to facilitate purchases we also request financial information (like credit card number, expiration date). Credit card details are securely retained until the day of the flight/tour as booking security. After payment has been processed they are destroyed.
- We will not collect any sensitive information from you, revealing your: race, ethnic origin, political opinions, religious or philosophical beliefs, trade union memberships or details of health or disability which we consider are unnecessary to our function.

### **What we will not do with a user's personal information**

- Forest Air will keep a user's personal information confidential and not sell or knowingly divulge user information to advertisers or any other third parties, we will not share a user's personal information, unless:
  - (a) we are required to share your information with a third party in order to comply with the law or to comply with a court order or subpoena;
  - (b) if it is necessary to provide it to our third party service providers, if any, such as data storage providers, who will be subject to strict contractual privacy obligations; or
  - (d) to protect the safety and security of our users and our Site.

### **User's consent to our use of personal information**

- We ask for users' consent to the use of any personal information we collect from them in accordance with this Privacy Policy at the time of providing that information. If a user does not wish to provide us with their consent, they cannot agree to the Site Terms and Conditions and must not use the Site.
- Our use of the personal information we collect is necessary in order for us to maintain the Site and facilitate users' use of the Site. We do not collect any unnecessary personal data from users (for instance, their race or religious beliefs).

### **How long we hold a user's personal information**

- We will retain users basic information (Names, weights) as required by CASA for safety auditing purposes for a period of at least one year.

### **Keeping a user's personal information secure**

- The security of your sensitive financial details is important to us. Credit card details are never stored by Forest Air. Credit card data is encrypted when being transferred through EWAY's credit card payment gateway.
- As a booking security measure, credit card details are retained using the EWAY service until the day of the flight, after which they are destroyed.

### **Revision of this Privacy Policy**

- Forest Air reserves the right to change, modify, or revise this Privacy Policy in order to comply with any applicable laws or for any other reason at any time. Therefore our users are required to check the Privacy Policy periodically to read about any changes, modifications, or revisions. Users may wish to check it each time they submit personal information. You will be deemed to have consented to such variation by your continued use of the Site following any changes being made.

### **How can users access, change or delete their personally identifiable information?**

- Users have a right to get a copy from us of the personal information we hold about them. If you wish to receive a copy of this information please address your enquiry to the contact details on the website. This will be subject to any exemptions allowed under the Privacy Act. We will correct or delete inaccurate or incomplete personal information we hold about you at your request.