

Privacy Policy

Introduction

Canberra Airport Pty Limited, Capital Airport Group Pty Limited and Majura Park Retail Pty Limited and all of their subsidiaries and associated companies (**we, us and our**) are committed to protecting your personal information in accordance with the Australian Privacy Principles (**APPs**) set out in the *Privacy Act 1988* (Cth) (**Act**) (**Privacy Act**).

This Privacy Policy explains how we manage your personal information to comply with our obligations.

In this Privacy Policy, personal information and sensitive information has the meaning given to these terms in the Privacy Act.

What kinds of personal information do we collect?

Information collection in general business functions and activities

We may collect or hold personal information that is reasonably necessary for, or directly related to, the performance of our business functions and activities, including:

- identifying details, including your name, signature, gender, date and place of birth, driver's licence number, country of citizenship, passport number and birth certificate details.
- contact information including your phone number, address and e-mail addresses.
- information collected when you use our websites addresses e.g. <https://www.canberraairport.com.au/>, <https://www.majuraparkshopping.com.au/>, wi-fi services, mobile applications, or other online services including your IP address or the MAC address associated with your wireless device.
- information when you make an enquiry or a complaint.
- vehicle licence plate numbers.financial details (including bank account and credit card details) when you deal with us directly and/or
- flight details or destinations.
- your preferences concerning types of products or services.
- how often you visit our sites and/or
- the frequency of use of certain types of products or services.

We may also collect or hold **sensitive information**, including:

- recordings of your image, sound and/or voice, and your biometric data through the use of Closed-Circuit Television (CCTV) systems, handheld devices (such as a video camera or smart device), and other surveillance devices.
- outcome of criminal records checks, security assessments and immigration checks criminal information
- health information but only as required to assist you during a health emergency or to otherwise assist you with any special needs.

Information collected relating to security or airfield operations

In the case of matters relating to security or airfield operations, for example, applications for an Aviation Security Identification Card (**ASIC**), Visitor Identification Card (**VIC**), Authority to Use Airside permit (**AUA**), other forms of identification card or an Authority to Drive Airside (**ADA**) at Canberra Airport, or as part of our Drug and Alcohol Management Plan (**DAMP**), we may collect additional personal information, including sensitive information, in order to manage and administer our business systems and comply with our legislative obligations. This information includes:

- your place of birth, country of citizenship and gender.
- your photo and/or
- in the case of applications for an ASIC or other form of identification card, your previous residential addresses, details of any previous criminal offences and pending prosecutions, and other information provided to us by relevant third parties including government agencies (such as the outcome of criminal records checks, security assessments and immigration checks).

1. Remaining anonymous or using a pseudonym

You have the option of not identifying yourself, or using a pseudonym, when dealing with us where it is lawful and practicable to do so. However, if you do not provide your personal information, we may not be able to provide you with the products you seek, process any applications for the issue of an authority, licence, pass or permit or provide you with the level of service you require.

2. How do we collect your personal information

We may collect personal information about you when you contact us, visit our premises or properties or when you request or use a product or service, including:

- when you deal with us directly by telephone, by correspondence through a letter or email, via our website or through direct face to face contact by using paper forms.

- when you use our websites, wi-fi services, mobile applications, or other online services including your IP address or the MAC address associated with your wireless device and through the use of cookies.
- when you sign up to join a mailing list or receive our newsletter.
- when you enter competitions or elect to participate in promotional activities.
- when you complete online surveys.
- when you sign up for any of our rewards programs.
- when you access any of our premises or property through the use of close circuit television (CCTV).
- from employees (or potential employees), suppliers and customers when they give their personal information to us directly.
- when we engage with you directly for a particular purpose, for example, to issue a particular ID card or authority, or if you enquire about leasing opportunities, book conference room facilities or to arrange tenant car parking.
- in the case of matters relating to aviation security or airfield operations. for example, applications for an identification card or permit, we may collect additional personal information, including sensitive information, in order to manage and administer our business systems and comply with our legislative obligations and/or
- when necessary to assist with a health emergency or otherwise assist with any special needs or requirements while you are at any of our premises.

Where we collect information through digital platforms or automated systems, we will inform you if any significant decisions affecting you that are made using automated decision-making technologies, in accordance with current privacy law obligations.

3. How we use and disclose your information

We will generally only use your personal information for the primary purpose for which it was collected. The following are some examples of how we may use and disclose your personal information:

- where you consent to disclosure.
- to provide you with products and services.
- to process your application, for example if you apply for an ASIC, VIC, ADA or AUA.

- to investigate incidents or potential incidents (which may include sharing personal information with third parties as necessary).
- to respond to complaints and claims made against us (including defending claims and enforcing contracts or agreements).
- to respond to your enquiry or request for information.
- to enter into an agreement/ contract with you.
- to provide assistance in a health emergency or addressing special needs assistance, including borrowing of wheelchairs from the Canberra Airport terminal.
- to manage our recruitment, personnel, and business functions and activities.
- to conduct direct marketing activities including:
 - *Newsletters*: if you wish to subscribe to the Hub or our other newsletter(s), we will use your name and contact details to send these newsletters to you.
 - *Rewards program*: if you join one of our rewards programs, we will use your name and contact details to provide you with information relevant to the program and its benefits.
 - *Events and promotions*: to contact you about any upcoming events and promotions we think you will be interested in.
- to external service providers so they can provide us services related to our business. and/or
- where required or authorised by law.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or where other limited circumstances apply (e.g., where required by law).

4. When will we disclose personal information to third parties?

Sometimes, we will disclose your personal information to government agencies or third parties, including where:

- you have consented to the use or disclosure for a secondary purpose.
- you would reasonably expect the information to be used or disclosed for a secondary purpose which is related to the primary purpose, or in the case of sensitive information, where the secondary purpose is directly related to the primary purpose

- it is required or authorised by or under law and/or
- it is reasonably necessary for an enforcement activity conducted by or on behalf of an enforcement body.

We may also pass your personal information to third parties, to store and handle your personal information on our behalf for marketing purposes and for the purposes of disseminating our newsletters.

5. Disclosure of your personal information overseas

We may disclose your personal information to overseas recipients only where necessary for our business functions and activities.

Where such disclosure becomes necessary (for example, for IT support, cloud-based data storage, or service delivery purposes), we will take all reasonable steps to ensure that the overseas recipients are subject to privacy protections substantially similar to the APPs or are located in countries recognised by the OAIC as providing adequate protection.

6. How to opt-out from email

If you receive emails via a subscription to one of our mailing lists you are able to manage your subscription or opt-out (unsubscribe) from further emails using the links provided in the message. If you are unable to find opt-out instructions or you continue receiving messages after opting out, please send an email to privacy@canberraairport.com.au

7. Links to Third Party Websites

We may provide links to third party websites on our websites, or other online methods, that are not operated or controlled by us. Please be aware that we are not responsible for the privacy practices, content or security of third-party websites. This Privacy Policy does not apply to any third-party websites.

We encourage you to review the privacy policies of any external website you visit to understand how they collect, use and protect your personal information.

8. How we store and protect your personal information

We are committed to protecting your personal information from unauthorised disclosure. Records containing your personal information are held in secure electronic databases, accessible only by authorised personnel through password-protected systems. Where hard copy records are maintained, they are stored in locked facilities with restricted access.

We apply reasonable technical and organisational measures, consistent with the Privacy Act, to protect personal information against loss, misuse, unauthorised access,

modification or disclosure. These measures include access controls, data encryption, network security, and staff training.

Where we collect your information relating to direct marketing using paper forms, this information is entered into our secure databases and the paper forms are securely destroyed once no longer required.

We take reasonable steps to destroy or de-identify personal information where it is no longer required for the purposes for which it was collected, unless retention is required by law.

We take seriously and deal promptly with any accidental or unauthorised disclosure of personal information. We will handle any suspected or actual data breach in accordance with the requirements of the Notifiable Data Breaches Scheme (NDB Scheme) and the Privacy Act.

9. How to Access to or correcting your personal information

We take reasonable steps to ensure that all personal information that we collect or use is accurate, up to date and complete.

You may request access to, or correction of, personal information we hold about you by contacting us by emailing privacy@canberraairport.com.au. We may ask you to verify your identity before we give you access to, or correct, your information.

We will allow access or correct the information unless we are required or authorised under the Privacy Act, or other relevant law to refuse access or correction.

There is no fee for requesting a correction or access to your personal information. However, an administrative fee may be imposed to recover costs associated with providing you with access to your personal information.

In the event that we are unable to provide you with access to your personal information, we will provide you with reasons for denying you access.

If we do not correct your personal information, we will take reasonable steps to associate a statement with your file which addresses the personal information you believe to be inaccurate, out-of-date, incomplete, irrelevant or misleading upon request.

If we do not agree to provide you with access to your personal information or to amend or annotate the information that we hold about you, you may seek a review of our decision (see Complaints).

10. Complaints

If you wish to make a complaint about how we have dealt with your personal information, you can contact us at privacy@canberraairport.com.au.

To assist us to gather relevant information about your complaint, please provide as much information as possible in describing how you think your privacy has been interfered with.

If the alleged privacy breach involves personal information which does not belong to you, we will ask for evidence that you have authority to act on behalf of the person before proceeding any further.

If a breach of the APPs has been identified as a result of your complaint, we will:

- acknowledge your complaint and make a record of it.
- refer the matter internally to our Privacy Officer for investigation.
- keep you informed of the progress of our investigation.
- aim to provide you with a written response within 30 days.

If, you are not satisfied with our response, you can submit a complaint to the Office of the Information Commissioner at www.oaic.gov.au.

11. Changes in this privacy policy

From time to time, we will review and revise this Privacy Policy. We reserve the right to amend this policy at any time and any amendments will be notified by posting an updated version on our website.

We encourage you to review this Policy regularly to stay informed about how we manage your personal information.

Last updated: January 2026

12. Contact details

You may contact us regarding any comments, requests, complaints or questions about this Privacy Policy or the way we handle your personal information. Please email us at privacy@canberraairport.com.au or contact our Privacy Officer on 02 6275 2222.

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Privacy Collection Notice

When you use the Business Parks Key App, **CANBERRA AIRPORT PTY LIMITED ACN 080 361 548** and **CAPITAL AIRPORT GROUP PTY LIMITED ACN 080 711 191** (we, our, us, CAG) will collect your personal information, which may include:

- your full name, contact details (including email address, phone number and address);
- account and login information;

- information you provide through the app;
- device and usage information (including IP address, device type, operating system and usage data).

We collect your personal information to:

- provide, operate and improve app and its features;
- manage user accounts and support requests;
- communication with you about the app, including updates and important notices; and
- comply with our legal and regulatory obligations.

We may use and disclose your personal information to:

- our employees and contractors who need it to operate the app;
- third party service providers who assist to operate the app;
- regulators or authorities when required by law.

Some service providers may be located outside Australia. Where this occurs, we take reasonable steps to ensure your personal information is handled in accordance with Australian Privacy laws.

Location Data

The Business Parks Key app collects your device's location data only while the app is in use. This data is used solely to display your position on the interactive precinct map and help you navigate the Brindabella, Majura, and Fairbairn business parks. Your location data is not stored, shared with third parties, or used for any other purpose. You can disable location access at any time through your device settings.

If you opt in to receive marketing, we collect your personal information in order to send you updates, news about marketing communications.

If you do not provide the requested personal information, we may not be able to provide you with access to some or all features or the app, or send you marketing communications. Even if you opt-out of receiving our marketing, we will still contact you if we are required to do so by law or for the purposes of operating the app.

Business Parks Key App - Account & Data Deletion

If you would like to delete your Business Parks Key app account and all associated data, you can do so directly within the app by navigating to Settings > My Account > Delete Account. Alternatively, you can request account and data deletion by contacting us

at rewards@canberraairport.com.au. Upon receiving your request, we will delete your account and all associated personal data within 30 days.

Our Privacy Policy explains:

- how we use, disclose and handle your personal information;
- who we may disclose your personal information to and where they are located;
- how you may access and correct your personal information; and
- how you may complain about a breach of your privacy.