

Aerospace Engineering Pty Ltd (AAE) is bound by the *Privacy Act 1988* (Cth) (“**Privacy Act**”) and the Australian Privacy Principles (“**APPs**”). This privacy policy sets out how AAE uses and protects any information that you give to us.

AAE is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this Privacy Policy.

When you share personal information with us, you consent to us collecting, holding, using and disclosing your personal information in accordance with this Policy.

### **What is personal information?**

Personal information is any information or an opinion about an identified individual or an individual who can be reasonably identified from the information or opinion. Information or an opinion may be personal information regardless of whether it is true.

### **What we collect**

We collect the personal information of individuals from our websites, our servers (emails), other electronic means (such as through phone services) and occasionally in person. We also collect it through exchange of business cards and referrals from other individuals.

We collect information about you and your interactions with us, for example, when you purchase or use any of our products or services, call us or otherwise visit our website.

We typically only collect the following:

- name
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers

Depending on the purposes for the collection, we may necessarily have to include for legal compliance purposes, your name, date of birth, home and work addresses, email address, banking and credit card information, professional title, personal mobile telephone numbers or direct landline numbers.

We do not collect tax file numbers or other government identifiers of individuals, except as a legal necessity and for employment purposes, if you are an individual carrying on a business we will collect and use the ABN of that business for our business and tax requirements.

### **What we do with the information we collect**

We only collect the information we need to provide you with the goods and services you seek or are likely to be interested in due to the nature of our relationship. Generally, it's to administer that relationship, whether for supplies, acquisitions or disposals of assets or interests, potential clients, contractual or legal compliance and insurance purposes.

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- to provide you with products and services, and manage our relationship with you;
- to contact you, for example, to respond to your queries or complaints, or if we need to tell you something important;
- for internal record keeping.
- to improve our products and services.
- to send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- To comply with our legal obligations and assist government and law enforcement agencies or regulators; or
- From time to time, to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

If you do not provide us with your personal information we may not be able to provide you with our services, communicate with you or respond to your enquiries.

The personal information we may solicit and collect directly from you or from another entity about you is only the information that is *reasonably necessary* for us to do our job for you for our functions and our activities.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

We store all information about you in centralised computer systems and databases operated by either us or our external service providers.

While our data is presently residing in datacentres in Australia, there may be times when, due to the nature of the transaction you seek with us or the communication facility used, your data is available to overseas recipients. The purpose of these sorts of disclosures are for software solutions, help desk support or for simply storage purposes through contracted service providers or facilities we use that include cloud options.

Please note that by using our telecommunication facilities and specifically internet access, you consent to the possibility of the data we collect for the service transaction or relationship being disclosed overseas and to unknown destinations. This is in the case where we are undertaking normal business activity.

Some information about you may be recorded in paper files that we store securely.

We will also take reasonable steps to destroy or de-identify personal information once we no longer require it for the purposes for which it was collected or for any secondary purpose permitted under the APPs (including where it is needed for legal reasons).

### **Website access**

We may collect de-identified information about how you access, use and interact with the website. We do this by using a range of tools such as Google Analytics. This information may include:

- the location from which you have come to the site and the pages you have visited; and
- technical data, which may include IP address, the types of devices you are using to access the website, device attributes, browser type, language and operating system.

### **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over third party website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Disclosure of your personal information**

We may transfer or disclose your personal information to third parties including regulatory and other government agencies connected with the subject matter of our dealings with you and contracted service providers, suppliers or subcontractors who are undertaking a service on our behalf.

We may also disclose your personal information to others outside our company where:

- we are required or authorised by law to do so;
- you may have expressly consented to the disclosure or the consent may be reasonably inferred from the circumstances; or
- we are otherwise permitted to disclose the information under the Privacy Act.

If the ownership or control of all or part of our business changes, we may transfer your personal information to the new owner.

## **Marketing**

If you have been a customer, we may use your personal information to offer you products and services we believe may interest you, except where you have told us not to do so. These products and services may be offered by us, our related companies, our other business partners or our service providers.

Where you receive electronic marketing communications from us, you may opt out of receiving further marketing communications by following the opt-out instructions provided in the communication.

You may choose to restrict our collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [sales@aaestore.com.au](mailto:sales@aaestore.com.au)

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

## **Access to and correction of your personal information**

You may access or request correction of the personal information that we hold about you by contacting us. Our contact details are set out below. There are some circumstances in which we are not required to give you access to your personal information.

There is no charge for requesting access to your personal information but we may require you to meet our reasonable costs in providing you with access (such as photocopying costs or costs for time spent on collating large amounts of material).

We will respond to your requests to access or correct personal information in a reasonable time and will take all reasonable steps to ensure that the personal information we hold about you remains accurate, up to date and complete.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at [sales@aaestore.com.au](mailto:sales@aaestore.com.au). We will promptly correct any information found to be incorrect.

### **Notifiable data breaches**

We are committed to doing all that we can to protect data and personal information.

As the internet is inherently insecure no matter how many protection measures are taken, should there be a data breach, we may, in compliance with the law, notify the relevant parties as soon as practicable. In the case of what is known under the law as an 'eligible data breach', we may notify the relevant parties of what has occurred, what information is involved, what the implications may be, what can be done and what we will do in the specific circumstances.

### **Complaints**

If you have a complaint about the way in which we have handled any privacy issue, including your request for access or correction of your personal information, you should contact us at [sales@aaestore.com.au](mailto:sales@aaestore.com.au). We will consider your complaint and determine whether it requires further investigation. We will notify you of the outcome of this investigation and any subsequent internal investigation.

If you remain unsatisfied with the way in which we have handled a privacy issue, you may approach an independent advisor or contact the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)) for guidance on alternative courses of action which may be available.

### **Changes to this Policy**

From time to time, we may change our Policy on how we handle personal information or the types of personal information which we hold. Any changes to our Policy will be published on our website. You may obtain a copy of our current Policy from our website or by contacting us at [sales@aaestore.com.au](mailto:sales@aaestore.com.au).