

Launceston Airport Privacy Policy

Introduction

This Privacy Policy explains how Australia Pacific Airports (Launceston) Pty Ltd ACN 081 578 903 (**we/us/our/Launceston Airport**) manages your personal information, including what personal information we collect, why we collect it, how we use, store and share it, and how you can access, correct or raise concerns about it.

We are bound by the Australian Privacy Principles of the *Privacy Act 1988* (Cth) (**Privacy Act**) in our handling of personal information we collect about you. We may tell you more about how we handle your information at the time we collect it (for example, in collection notices, booking forms or terms and conditions).

This Privacy Policy applies to all visitors to Launceston Airport, customers of our online and parking services, users of our website and Wi-Fi services, competition entrants, and other individuals who interact with us. Our current and former personnel can find additional information in our Workforce Privacy Policy, see below for details.

What is personal information?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable from the information or opinion.

Types of personal information

The types of personal information we collect depend on the circumstances, including how you interact with us and which products and services we provide to you. Examples include:

- name;
 - demographic information, including age and gender;
 - contact details, including phone number, home or business address and email address;
 - identification information, including date of birth and passport details;
 - billing and payment information, including credit or debit card details;
 - flight and travel information, where relevant to the services we provide;
 - accessibility and health information, where you have requested assistance services or have specific needs;
 - loyalty, rewards and competition information;
 - location data whilst within Launceston Airport;
 - CCTV images from our closed circuit cameras;
 - audio-visual recordings made by our security personnel;
 - interactions with us and activity and communications at or in relation to Launceston Airport;
 - enquiry, dispute and investigation information, including records relating to queries, claims, complaints, disputes and investigations;
 - website, device and digital usage information, as described further below;
 - in relation to our current and former personnel, human resources information, as described further in our Workforce Privacy Policy; and
 - any other information you choose to provide to us.
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How we collect personal information

We may collect personal information about you when you communicate or interact with us, visit Launceston Airport, enter a competition or request or use a product or service (for example, the Wi-Fi service or our online parking booking service).

We sometimes collect personal information from third parties (including those described under 'Disclosing your information' below) and from public sources. We may use CCTV and call recordings to record activity and conversations.

We may also review, analyse and interpret personal information we hold, allowing us to enrich and enhance that information and develop new insights. This may involve use of digital and AI tools, and combining our data with data from other sources, in accordance with applicable law.

Collection of your information may be required or authorised by laws including the *Civil Aviation Act 1988* (Cth), *Civil Aviation Regulations 1988* (Cth), *Aviation Transport Security Act 2004* (Cth), *Airports Act 1996* (Cth), *Listening Devices Act 1991* (Tas) and *Telecommunications (Interception and Access) Act 1979* (Cth).

If you do not provide some or all of the information we request, we may be unable to provide you with a product or service.

What we do with personal information

We collect, store, use and disclose personal information to operate Launceston Airport, understand your needs and provide our services, in particular:

- to assess and process requests for services, including parking;
 - to provide you with any service you request or assist you with any inquiry you make and to contact you in this regard, including by electronic messaging such as SMS and email, by mail, by phone or in any other lawful manner;
 - to manage our relationship with you;
 - to verify your identity and information;
 - to handle payments and refunds;
 - to undertake internal processes, including record keeping, maintenance and administration, information technology systems development and maintenance, training, statistical research, service improvement and corporate planning;
 - to identify and (unless you tell us not to) tell you about products and services (including products and services of third parties) that we believe may interest you;
 - to administer competitions which you may enter;
 - for quality, safety and security purposes;
 - to respond to and manage incidents, claims and complaints;
 - to investigate possible fraud, illegal activity and technical issues;
 - to protect our customers, personnel, systems, facilities, assets, and the public;
 - to assist government agencies and law enforcement investigations;
 - to comply with our legal obligations;
 - to protect and defend our legal rights;
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- to consider and facilitate any actual restructure, merger or sale of our business or assets or any part of them, including any related transitional arrangements; and
- to recruit, train and manage our workforce, who can find further details in our Workforce Privacy Policy, available on request.

We may not be able to do these things if we are unable to collect some or all of the personal information we seek. For example, we may not be able to complete your parking booking, respond to your enquiry, or provide you with assistance services.

Disclosing your information

We may disclose personal information about you to other parties including:

- our related bodies corporate;
- our service providers, agents, contractors and external advisers – these may include providers of legal, accounting, auditing, technology, security, data, payment, marketing, investigation, parking, facilities management and identity verification services;
- airlines and other aviation service providers;
- retailers and other businesses operating at the airport;
- our assignees and, in the context of a prospective or actual restructure, merger or sale of our business or assets, the prospective or actual buyer, seller, and other advisers or parties involved in the transaction;
- law enforcement, regulatory and government bodies, including the Australian Border Force, Australian Federal Police and Australian Security Intelligence Organisation; and
- reward program providers and promoters of services we provide.

Some of these third parties are located overseas, including in Asia, Europe and North America. As an international airport we regularly deal with people and organisations from across the globe and so it is not practical to list all countries in which those third parties are based. Where we transfer your personal information to countries outside of Australia, privacy laws require us to take steps to ensure that the transfer meets applicable requirements, for example by ensuring appropriate levels of protection for your personal information are in place.

Please note that tenants and retailers operating within Launceston Airport generally handle personal information independently of us and have their own privacy policies and notices.

How we hold and protect personal information

We hold personal information in electronic and physical form, including with the assistance of our service providers. We use a range of precautions to protect your personal information and store it securely. Depending on the circumstances, these may include access restrictions, encryption and protection against cyber attacks.

However, no method of electronic storage or transmission over the internet is completely secure. While we cannot guarantee security, we strive to protect the security of your information and are constantly reviewing and enhancing our information security measures.

Accessing and correcting your

You have rights to access your personal information and correct it if it is inaccurate, out-of-date or incomplete.

personal information

You may request access to or correction of the personal information we hold about you at any time by contacting our Privacy Officer as set out below.

Please provide as much detail as you can about the particular information you seek, in order to help us locate it. We may need to verify your identity before we can respond to your request. We will respond to your request within a reasonable time. There is no fee for making a request, or for corrections, but we may ask you to pay the reasonable costs of providing access to personal information.

If we correct your personal information and it is information we have provided to others, you can ask us to notify them of the correction.

If we decline your access or correction request, we will explain why. If we do not make the corrections you have requested, you can ask us to note your requested corrections with the data.

Direct marketing and your information

We may use your personal information to advertise or promote products or services (including products and services of third parties) that we believe may interest you, in accordance with applicable law (including applicable consent requirements). We may do this by contacting you, including by SMS, telephone or email.

If you do not want us to contact you about products or services you can opt-out of direct marketing messages from us by 'unsubscribing' as described in our marketing messages or by making your request to our Privacy Officer using the contact details below.

Website, Wi-Fi and online services

When you access our website, Wi-Fi, app and other online services (**Online Services**) we provide, we may collect information such as the time and date of your access, your server address, your browser type, device identifiers, and information about the pages you visit and content you interact with. When you contact us via our Online Services we may store any information you send us so we can respond to you if necessary.

We use cookies to collect information about your interactions with our Online Services. Cookies are small text files stored on your device that help us recognise you, remember your preferences, and improve your browsing experience. We, our service providers or third parties may use cookies to understand your use of our Online Services, to deliver relevant survey opportunities, to personalise your experience, or for advertising. You can manage or disable cookies through your browser settings, however, doing so may affect the functionality of our Online Services.

As well as cookies, we may also use similar technologies such as web beacons and pixels, in similar ways to the ways we use cookies.

We may use Google Analytics and Google Ads for the purposes described in this section, and Google may collect data via advertising cookies and anonymous identifiers via our Online Services. You can find more details, including information on how to opt-out and control information sharing [here](#).

Our Online Services may contain links to other sites. We are not responsible for the privacy practices or policies of those sites and recommend that you review their privacy policies.

Scam awareness

- Launceston Airport will never email, SMS or call you unsolicited asking for your payment details, passwords, or authentication information.
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- If you are not sure whether an email, SMS or phone call is legitimately from Launceston Airport, please:
 - do not engage directly with the suspicious email, SMS or caller; and
 - contact us separately via our website to verify.
- You can report suspicious emails, SMSs or calls to Launceston Airport at +61 3 9297 1600.

Workforce Privacy Policy

As part of the Australia Pacific Airports Corporation Limited (**APAC**) group, we also have a Workforce Privacy Policy. That policy deals with many of the topics covered here, but with additional details relevant to our current and former personnel. The Workforce Privacy Policy is available on the APAC intranet and on request by contacting us below.

Complaints, questions and requests

If you have any complaints, questions or requests about this Privacy Policy, the use of your personal information, or if you believe that in handling your personal information we have breached the Australian Privacy Principles, you may contact our Privacy Officer via telephone on (03) 9297 1600 or via email at privacy@melair.com.au.

Alternatively, you may post your complaint, question or concern to the following address:

The Privacy Officer
General Counsel and Company Secretary
Launceston Airport
Locked Bag 16
Tullamarine, Victoria, 3043

If calling, please request to speak with the Privacy Officer within our Legal Department.

If you contact us with a complaint, we will respond to you as soon as possible and will let you know if we need any further information from you. We will notify you of our decision within 30 days, however if we are unable to do so, we will let you know the reason for the delay and the expected timeframe to resolve the complaint.

If you are not satisfied with our response to your complaint, or the way in which we have handled your complaint, you may contact the Office of the Australian Information Commissioner, whose contact details are as follows:

Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
1300 363 992
www.oaic.gov.au

Changes to this Privacy Policy

We may, from time to time, update this Privacy Policy without notice to you. The current Privacy Policy will always be available here.

This Privacy Policy was last updated on 3 August 2026.
