

AP-PM 9044 - PRIVACY POLICY

1. Aeropower is Part 141 Flight Training organisation and a provider of Specialist Aviation / Electrical services to the electricity industry. These services include:
 - The provision of helicopter flight training to both self-funded individuals and business customers;
 - The operation of an accredited RTO and CRICOS training facility
 - The provision of Airborne electrical powerline maintenance
 - The provision of Helicopter Aerial Firefighting and other Air-work
 - The provision of general helicopter charter services
 - The provision of 'tourist / sight-seeing' flights
2. Aeropower is committed to protecting customer privacy and to compliance with the Australian Privacy Principles as they apply to its various operations.
3. Aeropower collects, uses, retains and discloses Personal Data when it is required to (by law or regulation) and/or for the provision of a service(s).
4. Marketing communications are only sent to non-business customers if they have requested or subscribed to them. Customers can opt out of our marketing communications at any time by emailing Aeropower and the request will be actioned immediately.
5. Aeropower may also use the Personal Data it collects in aggregated and anonymized forms to improve its services, including: administering its websites, producing reports and analytics, advertising its products and services, identifying user demands and assisting in meeting customer needs generally.
6. Aeropower will use all reasonable means to protect the confidentiality of your Personal Data while in our possession or control. All information Aeropower receives from a customer is stored and protected on our secure servers from unauthorized use or access.
7. Aeropower will retain Personal Data for as long as needed to provide services to the customer and as otherwise necessary to comply with our legal obligations, resolve disputes and enforce our agreements. In the event there is a breach of its security and Personal Data is compromised, Aeropower will promptly notify the customer in compliance with the applicable law.
8. Aeropower does not and will not sell or deal in Personal Data or any customer information.
9. Aeropower may from time to time need to disclose certain information, which may include customer Personal Data, to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.
10. To ensure that its privacy policy remains current Aeropower will review this policy annually or sooner if required.
11. Aeropower is committed to responding to questions or concerns about its privacy policy or the use of a customer's Personal Data within two business days.
12. A customer can review, correct, update or delete their Personal Data contacting Aeropower directly to do so.

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13. The protection of personal information for Aeropower Customers is the responsibility of each and every member of the organisation. The implementation of this policy, therefore, requires the unreserved support of each and every individual. For its part, Aeropower will provide the necessary resources, support and authority.



DARRYN CARLILE
CHIEF EXECUTIVE OFFICER

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