

PRIVACY POLICY

Darling Downs Aero Club

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The **Darling Downs Aero Club** treats personal data given to us with respect and integrity. This privacy policy applies to **DARLING DOWNS AERO CLUB LIMITED ABN 79 078 665 231** and its related companies (the 'Darling Downs Aero Club', 'we', 'our' or 'us') and the personal data that we collect online through your use of our website www.ddac.com.au regularly handles and transfers "personal data" (being information which is capable of identifying an individual). By providing your personal data to us you consent to the collection, processing and use of your personal data as described in this Privacy Policy. Occasionally we may change our policy on how we deal with personal data or the types of personal data we hold and these changes will be published on our website. You may obtain a copy of our current policy from our website or by contacting us at the contact details below.

WHAT SORT OF PERSONAL DATA DO WE COLLECT?

The personal data that we collect will vary depending on the reason for collecting the data. In all cases, we will collect personal data about an individual that is relevant to our business relationship with them. This data may include, without limitation, the individual's name, physical address, e-mail address, telephone number, fax number, and preferences. In some cases, we may be required to collect certain types of personal data by law. While you are not obligated to provide any personal data to us, if you do not provide us with personal data we may not be able to provide our products and services to you or process your request.

WHAT TYPES OF PERSONAL DATA DO WE COLLECT ABOUT YOU AUTOMATICALLY?

We automatically collect the IP address of your device and the type of browser you are using. We use this information to direct you to the mobile, tablet- or desktop-optimised website we consider most appropriate. We also automatically collect certain information about your use of the website using cookies. Please refer to the section below headed "Do we use Cookies and Smart Technology?"

HOW DO WE COLLECT PERSONAL DATA?

We usually collect personal data directly from the individual to whom it relates, including over the telephone, by correspondence (e.g. letter, fax or email), electronically or in person. However, we may also collect personal data from third parties with whom we do business.

WHAT IS OUR PURPOSE FOR HANDLING PERSONAL DATA?

We use personal data to enable us to provide and improve our products and services, our use of, and methods of, communication, to undertake research and analysis, and for administrative, business-related and marketing purposes (including marketing by

electronic means). 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. We also use personal data to protect our rights and interests, the rights and interests of other website users and any other person, and as necessary to enforce this Privacy Policy. In addition, we use personal data to comply with applicable legal or regulatory obligations, including in connection with requests from law enforcement or other governmental authorities. We will take reasonable steps to ensure that you are aware of the purposes for which we handle that personal data, except where our collection or disclosure of the personal data is required by law. Personal data should only be handled for purposes notified to you, any purpose that you consent to or as otherwise required by law.

DO WE USE COOKIES AND SIMILAR TECHNOLOGIES?

We use cookies on the website. A cookie is a small text file that the website may place on your device to store information. We may use persistent cookies (which remain on your computer even after you close your browser) to store information that may speed up the website for any of your future visits to the website. We may also use session cookies (which no longer remain after you end your browsing session) to help manage the display and presentation of information on the website. You may refuse to use cookies by selecting the appropriate settings on your browser. However, please note that if you do this, you may not be able to use the full functionality of the website.

We also use Google Analytics and to collect information about how users interact with the website. This tool uses cookies to collect information in an anonymous form, including the number of visitors to the site, from where visitors have come to the site and the pages they visited. We use the information generated by this tool to prepare reports and improve the customer experience of the website. We have enabled Google Analytics Demographics and Interest Reporting features on the website to allow us to review information about users of the website, including identifiers such as users' age, gender, interests, and other categories based on acquisition, behaviour, and conversions metrics. We may use this information to enable us to make decisions about what information to include on the website and how to present it. We have also enabled Google Display Network Impression Reporting on the website to allow us to track how ad impressions, other uses of ad services, and interactions with these ad impressions and ad services are related to site visits to the website. We and our third-party suppliers, including Google, use first-party Google Analytics cookies and third-party DoubleClick cookies together to collect the data for the Google Display Network Impression Reporting functionality. You may opt-out of tracking from Google Analytics and/or the Google Analytics Advertising features enabled on the website by refusing the use of cookies by selecting the appropriate settings on your browser, through configuring the Google Ad settings or by installing the Google Analytics Opt-out Browser Add-on. For more information about how we use cookies on the website please read the full version of our Cookie Policy. The website currently does not respond to Do Not Track signals in browsers.

DO WE DISCLOSE PERSONAL DATA TO OTHERS?

We may transfer or disclose personal data to the following parties:

- The Darling Downs Aero Club company and its employees,
- external service providers, such as contractors, consultants or suppliers who assist us in providing our products and services (e.g., banking, mailhouse, recruitment, call

centre and technology service provide) and those that act as data processors, auditors, taxation and legal advisors;

- regulatory bodies, government agencies and law enforcement bodies; and other parties as permitted by law.

We may transfer personal information to countries other than the country in which the data was originally collected. These countries may not have the same data protection laws as the country in which you initially provided the information and may not provide the same level of protection. By providing your personal data to us you consent to the transfer of your personal data to a country other than your own. Your personal data may be stored, accessed, used, maintained or processed in accordance with this Privacy Policy and applicable data protection laws in Australia. We may disclose, use, aggregate, anonymous, pseudonymised or de-identified information about users for marketing, advertising, research, compliance, or other purposes.

WHAT DO WE DO TO HELP PROTECT PERSONAL DATA?

We take reasonable steps to protect personal data from misuse, interference or loss and unauthorised access, modification and disclosure with appropriate safeguards and security measures and restrict access to those who have a legitimate business purpose and reason for accessing it. We store most data about you in computer systems and databases operated by either us or our external service providers. However, safeguards and security measures apply to personal data in both electronic and hard copy form. Personal data is only retained for as long as it is necessary for the identified purposes, to the extent necessary for purposes reasonably related to those identified purposes (for example, resolving disputes) or as required by law.

HOW CAN YOU ACCESS AND UPDATE YOUR PERSONAL DATA?

Personal data should be accurate, complete and kept up to date. If you wish to request access to, correction of, an update to or erasure of your personal data, you can contact us using the contact details set out below. In most circumstances we will allow you access to your personal data (including where you wish to verify your personal data). However, access may be refused where we are permitted or required by law to refuse access to such data. If we refuse your request to access your personal data, we will provide reasons for the refusal. You may also contact us to object to our handling of your personal data on legitimate grounds relating to your situation. We request that you provide us with as much detail as you can about the particular personal data concerned in order to help us consider and, if appropriate, action your request.

HAVE A PRIVACY ENQUIRY?

If you have any enquiries regarding this Privacy Policy, wish to access or amend your personal data or wish to make a complaint in relation to how the Darling Downs Aero Club has handled your personal data, you should contact us at our base in Toowoomba.