



Privacy Policy Statement

Territory Air Services collects personal information from individuals, businesses, booking agents or agencies and contractors for the purposes of providing transport and air charter services in keeping with the Privacy Act 1988.

This policy sets out how we use personal information when providing a service to you or the people that booked with us on your behalf. When booking with Territory Air Services you agree to provide this information and for its use in the following ways.

Collecting Personal Information

We collect personal information such as names, ages and contact details for people who are travelling with us. This is provided by you or a booking agent, service or agency on your behalf.

We use this information to maintain passenger records to meet our requirements to operate air charter services. Information is provided to us over the phone, on email and through webforms.

Maintaining Personal Information

Passenger records are maintained for a minimum of 12 months from date of travel and are stored in our secure booking system and in hardcopy travel records. Hardcopy records are destroyed after 12 months unless required by law.

Sharing of Personal Information

Personal information is not shared with other people without your consent except in certain circumstances. An example is where there is a threat to individual or public safety or in the case of a transmissible disease that may affect you, other passengers, or our staff.

If your booking has been made with a booking agent or an agency on your behalf, then your information may be shared with them. This will be for the purposes of managing your booking or your safety during travel with us.

Information we collect relating to children will only be disclosed to people authorised to obtain such information and only for the child's travel arrangements with us.

Information collected about passengers with medical transport needs will only be used to arrange travel and keep passengers safe during travel with us including into and out of privately controlled land and communities.

Requesting Access to Your Information

You have the right to request access to information that we hold about you. You can ask for your personal information to be corrected by writing to us. Emails are to be directed to, The Manager, at info@territoryairservices.com.au . You need to state the nature of you request and the information you are seeking access to in your email and include your contact details for verification of your identity.

Updates to this policy

This policy will be reviewed by Territory Air Services management to reflect changes to sources of information we collect. When reviewed the most current version is available on our website located at www.territoryairservices.com.au