

Privacy Collection Statement Parking

Perth Airport Pty Ltd (ABN 24 077 153 130) (Perth Airport, we, our, us) collects personal information when you make a parking reservation, create or use an online parking account, enter or use our car parks, or otherwise use our parking services through our website or mobile application.

This Privacy Collection Statement should be read together with our Privacy Policy.

What information do we collect?

The kinds of personal information we may collect include:

- your name, email address, phone number and other contact details;
- your vehicle registration or licence plate number;
- parking booking details, including booking dates, times, car park selected and entry/exit information;
- payment and transaction information, such as payment status, transaction references and limited payment card information processed by our payment providers;
- information about your use of our mobile application in connection with parking services, including login activity, bookings and purchases, use of app features, and related device or technical information;
- records of communications with you about your booking or parking account;
- CCTV footage and related information from car parks and associated areas; and
- information collected through licence plate recognition, car park access and payment systems.

Why do we collect this information?

We collect and use your personal information to:

- create and manage your online parking account;
- process, confirm and manage your parking reservation;
- process payments, refunds and billing;
- manage entry to and exit from our car parks;
- operate, manage and improve our car parks and parking services;
- help resolve booking, access or payment issues;
- help locate misplaced vehicles;
- send operational communications, such as SMS messages about your booking or car park access;
- understand how customers use our mobile application and parking services;
- monitor safety, security and traffic management in and around our car parks;
- investigate incidents, disputes, suspected misuse, unauthorised activity or damage; and
- comply with legal, regulatory, insurance and operational requirements.

Licence plate recognition and CCTV

Our car parks and associated areas may use licence plate recognition and CCTV technology.

Licence plate recognition may be used to manage car park access, match your vehicle to your booking, administer billing and payment, assist with operational issues, and support safety, security and incident management.

CCTV may be used for safety, security, operational, incident management, law enforcement, insurance and legal purposes. More information about CCTV may be provided in Perth Airport's Privacy Policy or CCTV collection notice.

Who do we disclose your information to?

We may disclose your personal information to third parties who help us provide, operate and manage parking services, including parking technology providers, payment processors, IT service providers, customer service providers, security providers, debt recovery providers, professional advisers and insurers. For example, personal information may be provided to vendors to support parking booking and payment services.

We may also disclose your personal information to government, regulatory or law enforcement agencies, or other third parties, where required or permitted by law, or where reasonably necessary for safety, security, operational, enforcement, insurance or legal purposes.

Marketing communications

If you opt in, we may send you airport discounts, travel deals, news, announcements, competitions, surveys or invitations for market research.

We may combine your parking information with information from our other systems, including our mobile application, websites, free Wi-Fi, car hire, retail and customer service systems, to create a unified customer profile. We use that profile to better understand customer needs and to personalise the content and communications we provide to you. The information we hold about you may influence the type of offers and communications you receive and the timing of them.

You can opt out of marketing communications at any time by using the unsubscribe link in our emails, following the instructions in the relevant communication, updating your communication preferences, or contacting us using the details in our Privacy Policy.

We will still send you operational communications where necessary to manage your booking or parking service, such as messages about car park access, booking issues or payment issues.

What happens if you do not provide your information?

If you do not provide the personal information we need, we may not be able to create your online account, process your parking reservation, manage your booking, provide parking services, process a refund or respond to your enquiry.

Access, correction and complaints

We otherwise collect, use, disclose, store and protect your personal information in accordance with our Privacy Policy.

Our Privacy Policy explains:

- how we handle personal information;
- how you can request access to or correction of your personal information;
- how you can opt out of marketing communications; and
- how you can make a privacy complaint.

You can view our Privacy Policy at:

www.perthairport.com.au/privacy-policy

Contact us

If you have questions or concerns about this Privacy Collection Statement or how Perth Airport handles personal information, please contact:

Privacy Officer

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