

Privacy Policy

Introduction

This site has been prepared to inform and interact with the community, sponsors and participants of flyhighbillie Limited (ABN 77 623 129 493).

This section explains how we handle personal information collected from the Site. Users are advised that there are inherent risks in transmitting information across the internet.

Individuals may contact flyhighbillie by phone or mail if they have concerns about making contact via the internet.

General

The Site follows the Australian Privacy Principles. Under Privacy laws, you have the right to find out what information is collected about you, why we are collecting this information, if it is compulsory and what we are going to do with it. You also have rights to access and correct any information held about you. To find out more, contact us on +61 418 596 278 or info@flyhighbillie.org

Collection of Information

Sometimes, we collect personal information that individuals choose to give us via online forms or by email, for example when individuals ask to be on an email list, subscribe to newsletters, participate in fundraising, request information regarding volunteering, ask to receive communications or place an order for merchandise. Data collection will also take place through: responses to direct mail appeals, website donations, purchases or online promotions, email opt in via our eNews communications or website donations/purchases and online promotions. flyhighbillie will hold personal information provided securely and according to an individual's consent, indefinitely unless the individual asks not to receive communications.

Storage and Security

We will take steps to store your information securely to prevent its loss or misuse. We will endeavour to take all reasonable steps to keep secure any personal information recorded, and to keep this information accurate and up to date. The information is stored on secure servers that are protected in controlled facilities. In some cases these facilities may be overseas. flyhighbillie's employees and data

processors are obliged to respect the confidentiality of any personal information held by us. However, security of communications over the internet cannot be guaranteed, and therefore absolute assurance that information will be secure at all times cannot be given. flyhighbillie will not be held responsible for events arising from unauthorised access to personal information.

Information Use

We only use personal information collected via the Site for the purpose for which it was given to us. Personal information will be used as follows:

- To fulfil obligations under any sale and purchase contract and/or any other contract between the individual and flyhighbillie.
- To provide services related to flyhighbillie business such as warranty or after sales services.
- To provide information about products, service and/or special offers.
- To obtain opinions or comments about products and/or services.
- To record statistical data for marketing analysis.
- To contact an individual about upgrades, new flyhighbillie products, services, special offers and other matters that may be of interest.

When an individual's email address is received by us because they sent us a message, the email address will only be used or disclosed for the purpose for which they have provided it and it will not be added to a mailing list or used or disclosed for any other purpose without the individual's consent. If, when your contact details are provided, flyhighbillie receives your permission to receive from time to time, updates, newsletters, emails and / or other communications, we will forward such communications in accordance with the permission provided to us. We will collect personal information from you by lawful and fair means.

From time to time we may use the personal information we collect from you to identify particular flyhighbillie products and services which we believe may be of interest to you, or for the purposes of fundraising. We will generally only do this with your consent (where practical) and we will always give you a choice to opt out of receiving such information in future. Direct Marketing from flyhighbillie generally takes the form of Electronic Marketing (email).

Electronic marketing-

Where we use your personal information to send you marketing information by e-mail, SMS, MMS or other electronic means we may do so with your express or implied consent. You may give us your express consent by, for example, ticking a box on an electronic or paper form where we seek your permission to send you electronic or other marketing information. Consent may be implied from our existing relationship or where you have a reasonable expectation of receiving electronic marketing communication.

Information security

flyhighbillie is committed to protecting and securing your personal information. We employ appropriate technical, administrative and physical procedures to protect personal information from unauthorised disclosure, loss, misuse or alteration.

We limit access to personal information to individuals with a business need consistent with the reason the information was provided. We keep personal information only for as long as it is required for business purposes or by the law.

Information collected

We may collect non-personal information from you such as browser type, operating system, and web pages visited to help us manage our web site.

We use cookies (see below) and other internet technologies to manage our website and certain online products and services. We do not use these technologies to collect or store personal information unless you have opted in to such a feature.

Our internet server logs the following information which is provided by your browser for statistical and content optimisation and personalisation purposes:

- the type of browser and operating system you are using
- your Internet Service Provider and top level domain name (for example - .com, .gov, .au, .uk)
- the address of any referring website (for example - the previous web site you visited), and
- your computer's IP (Internet Protocol) address (a number which is unique to the machine through which you are connected to the internet).

All of this information is used by flyhighbillie for aggregated statistical analyses or systems administration purposes only. No attempt will be made to identify users or their browsing activities, except where required by law.

Google Analytics and Google User Data

flyhighbillie uses Google Analytics, a web analytics service provided by Google, Inc. ("Google") to improve the performance of this website and to monitor website traffic. Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for flyhighbillie and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google.

You may refuse the use of 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 this website.

By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above. For further information, please visit [Google's privacy policy](#).

Cookies

A "cookie" is a packet of information stored on your computer that allows the flyhighbillie server to identify and interact more effectively with your computer.

We use session cookies in the following manner:

- **Log-on and log-off administration**- Session cookies help with the log-on and log-off processes for those users who have decided to register to use one of our online services. The cookies enable us to recognize your user ID when you log on so that we do not establish a duplicate registration record for you.
- **Transactions and site usability**- We use session cookies to improve how you navigate through our website and conduct transactions. As examples, session cookies are used to maintain your online session as you browse over several pages; to store and pre-populate information so that you do not have to re-enter the same information twice. Session cookies may also be used to collect referral statistics when you click on a link or ad banner.

Searches

Search terms that you enter when using our search engine are collected, but are not associated with any other information that we collect. We use these search terms for the purpose of aggregated statistical analyses so we can ascertain what people are looking for on our website, and to improve the services that we provide.

We may use external companies to provide us with detailed aggregate statistical analyses of our website traffic. At no time is any personal information made available to these companies, nor is the aggregate information ever merged with personal information such as your name, address, email address or other information you would consider sensitive or would compromise your privacy.

Additionally, you may instruct us at any time to remove any previous consent you provided to receive marketing communications from us. Requests should be directed to flyhighbillie via the channels provided under 'How to contact us'.

Changing and deleting the information we have about you

Information contained on the database may be amended or deleted by contacting flyhighbillie.

You may request that we delete personal information and all reasonable steps to delete the information will be made, except where it is required for legal reasons.

Opt Out Option

Individuals have the right to 'opt out' of receiving flyhighbillie information, marketing information and appeals. flyhighbillie assumes the right to continue conducting its marketing and fundraising campaigns using collected information unless directed by the donor/customer. In this instance the donor/customer needs to advise us to remove, bar, and/or adjust the records. In this instance please direct your request to us by contacting us on:

+61 418 596 278 or info@flyhighbillie.org

In addition, your right to opt out of communications from flyhighbillie will be included in all eCommunications. Deletion of information may result in flyhighbillie being unable to sell products directly and/or provide certain services including after sales services.

Your acknowledgement of our privacy policy

By using this website, you acknowledge that you've read and understood this privacy policy.

Should there be any inconsistency between this policy and the Privacy Act, this policy shall be interpreted to give effect to and comply with the legislation.

This policy includes examples but is not intended to be restricted in its application to such examples. Where the word 'including' is used, it shall mean 'including without limitation'.

Uses and sharing

We use the personal information you provide only for purposes consistent with the reason you provided it, or for a directly related purpose. We may also use your personal information where required or permitted by law. We may also use your information where you have provided us with your express or implied consent.

We do not share your personal information with other organisations unless:

- you give us your consent, or
- where sharing is otherwise required or permitted by law, or
- where this is necessary on a temporary basis to enable our contractors to perform specific functions.

When we temporarily provide personal information to companies who perform services for us, such as specialist information technology companies, mail houses or other contractors to flyhighbillie we require those companies to protect your personal information as diligently as we do. Strict contractual and other quality assurance measures are used to ensure your personal information is protected.

We have a strict duty to maintain the privacy of all personal information we hold about you. However, certain exceptions do apply. For example, where disclosure of your personal information is:

- authorised or required by law (e.g. disclosure to various government departments and agencies such as the Australian Taxation Office, Centre Link, Child Support Agency, or disclosure to courts under subpoena).
- in the public interest (e.g. where a crime, fraud or misdemeanour is committed or suspected and disclosure against the customer's rights to confidentiality is justified).

- with your consent - your consent may be implied or express and it may also be verbal, written or digitally provided.

How to contact us

To contact flyhighbillie with a compliment, complaint or a privacy question, you can:

- write to us at: 83 Birchgrove Road, Birchgrove NSW 2041, Australia.
- call us at on **0418596278** between 9.00am and 5.00pm EST Monday to Friday
- email us: info@flyhighbillie.org

On main website page

Our privacy policy

Privacy Policy

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