

Privacy Policy

Effective: 01.07.2026

This Privacy Policy describes how DA Aviation Pty Ltd [ABN 15 648 838 680] (referred to as "we", "us", or "our") collects, uses, discloses, and manages your personal information when you visit our website at www.da-aviation.com (the "Website").

We are committed to protecting your privacy and handling your personal information in accordance with the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth).

1. What Personal Information Do We Collect?

We may collect various types of personal information from you, including but not limited to:

- Contact Information: Name, email address, postal address, phone number.
- Demographic Information: Age, gender, preferences (if voluntarily provided).
- Account Information: Username, password (encrypted).
- Financial Information: Payment details (processed securely by third-party payment gateways – we do not store full credit card numbers).
- Technical Information: IP address, browser type, operating system, device identifiers, referring URLs.
- Usage Data: Information about how you use our Website, such as pages visited, time spent on pages, links clicked, and search queries.
- Correspondence: Records of your communications with us.

2. How Do We Collect Personal Information?

We collect personal information in several ways, including:

- Directly from you: When you create an account, make a purchase, subscribe to our newsletter, fill out a form, participate in a survey, or communicate with us directly.
- Automatically: As you navigate through our Website, we may use technologies like cookies, web beacons, and analytics tools to collect technical and usage data.



- From third parties: In some cases, we may receive personal information from third-party services that you have authorised to share information with us (e.g., social media platforms if you log in via those services).

3. Why Do We Collect, Hold, Use, and Disclose Personal Information?

We collect, hold, use, and disclose your personal information for the following purposes:

- To provide and improve our services, products, and the functionality of our Website.
- To process your orders and transactions.
- To communicate with you about your account, orders, or inquiries.
- To send you marketing and promotional communications (if you have opted-in).
- To personalise your experience on our Website.
- To understand how our Website is used and to analyse trends.
- To maintain the security and integrity of our Website.
- To comply with our legal obligations.
- To resolve disputes and enforce our terms and conditions.

4. To Whom Do We Disclose Personal Information?

We may disclose your personal information to:

- Our employees and contractors: Who need access to the information to perform their duties.
- Service providers: Third-party companies that provide services to us, such as payment processing, website hosting, data analytics, email marketing, and customer support. These providers are obligated to protect your information and only use it for the purposes for which we disclose it to them.
- Professional advisors: Such as lawyers, accountants, or auditors.
- Law enforcement or government bodies: When required by law or to protect our rights or the safety of others.
- Third parties with your consent: We will obtain your consent before disclosing your personal information to other third parties for purposes not covered in this policy.
- In the event of a business transfer: If we are involved in a merger, acquisition, or sale of assets, your personal information may be transferred as part of that transaction.



5. Overseas Disclosure

Some of our service providers or business operations may be located outside of Australia. This means that your personal information may be transferred to, and stored in, countries other than Australia.

When we disclose personal information to overseas recipients, we will take reasonable steps to ensure that the overseas recipient handles your personal information in a manner consistent with the Australian Privacy Principles, or we will seek your express consent to the disclosure.

6. Cookies and Tracking Technologies

We use cookies and similar tracking technologies (like web beacons and pixels) to track activity on our Website and hold certain information. Cookies are small data files stored on your device.

We use:

- Essential cookies: Necessary for the operation of our Website.
- Analytical/performance cookies: Help us understand how visitors interact with our Website.
- Functionality cookies: Remember your preferences to enhance your experience.
- Targeting/advertising cookies: Used to deliver relevant advertisements to you.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Website.

7. Security of Your Personal Information

We take reasonable steps to protect the personal information we hold from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes:

- Implementing physical, electronic, and managerial procedures to safeguard and secure the information we collect online.
- Using encryption (SSL/TLS) for data transmission.
- Regularly reviewing our security practices.
- Restricting access to personal information to authorised personnel.

However, no method of transmission over the Internet or method of electronic storage is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.



8. Links to Other Websites

Our Website may contain links to other websites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

9. Your Rights

Under the Privacy Act 1988 (Cth), you have the right to:

- Access your personal information: You can request access to the personal information we hold about you.
- Correction of your personal information: You can request that we correct any inaccurate, incomplete, or out-of-date personal information we hold about you.
- Complain about a breach of privacy: If you believe we have breached the APPs, you can make a complaint to us.

To exercise any of these rights, please contact us using the details provided below. We will respond to your request within a reasonable timeframe.

10. How to Access or Correct Your Personal Information

If you wish to access or correct your personal information, please contact us via:

- Email: info@da-aviation.com
- Postal Address: 9/23-25 Skyreach Street, Caboolture, QLD 4553, Australia

We may require you to verify your identity before providing access to or making corrections to your personal information. We reserve the right to charge a reasonable administrative fee for providing access to your information in certain circumstances.

11. Making a Complaint

If you have a complaint about how we have handled your personal information, please contact our Privacy Officer using the details above. We will investigate your complaint and respond to you within a reasonable timeframe.



If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC):

- Online: www.oaic.gov.au
- Phone: 1300 363 992

12. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page with an updated "Effective Date". We encourage you to review this Privacy Policy periodically for any changes. Your continued use of the Website after any modifications to this Privacy Policy will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

13. Contact Us

If you have any questions about this Privacy Policy, please contact us:

- By email: info@da-aviation.com
- By contacting us through the "Contact Us" page