Privacy Policy

How we collect, use and protect your personal information.

■ Last updated: 7th July 2026

FAA Payroll & Admin Services Pty Ltd (also known as FAA Sal Pac (FSP) (ABN 74 626 528 256) ("**FAA**", "we", "us" or "our") is committed to protecting the privacy of your personal information. This Privacy Policy explains how we collect, use, disclose and safeguard your information when you use the FAA Salary Packaging Portal and related services.

1 Information we collect

Personal data we gather to administer your packaging

We collect personal information that is reasonably necessary to administer your salary packaging arrangement on behalf of your employer. This may include:

- Full name, date of birth and contact details (address, email, phone number)
- Employment details (employer, position, payroll identifier, pay cycle)
- Tax file number and superannuation particulars
- Financial information such as bank account details, salary and benefit amounts
- Details of salary packaging items (e.g. novated lease, meal and entertainment, mortgage, rent and living expenses)
- Odometer readings and vehicle details for novated leases
- Identity verification documents where required
- Any other information you provide to us through the portal, by phone or in writing

2 How we use your information

The purposes for which we process your data

We use your personal information for the following purposes:

- ✓ Setting up, administering and managing your salary packaging arrangement
- ✓ Processing payroll deductions and benefit payments
- ✓ Calculating and reporting Fringe Benefits Tax (FBT) obligations
- ✓ Generating statements, reports and correspondence
- ✓ Responding to your enquiries and providing customer support
- ✓ Meeting legal and regulatory requirements, including ATO reporting
- ✓ Improving our services and the portal experience

3 Disclosure of your information

Who we may share your data with and why

Your personal information may be disclosed to:

- → **Your employer** - for payroll processing and salary packaging administration
- → **Third-party service providers** - such as novated lease providers, fuel card providers and insurance companies, solely in connection with your salary packaging benefits
- → **Mailing and communication services** - for the distribution of statements, reminders and correspondence (postal or electronic)
- → **Auditors** - as required for compliance and contract management
- → **Government and regulatory bodies** - including the ATO, where required by law

i Your personal information will not be used for any other purpose, or disclosed to any third party unrelated to the management of your salary packaging arrangement, without your consent, unless authorised or required by law.

4 Data security

How we keep your information safe

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure. Our security measures include:

- Secure, encrypted transmission of data through the portal
- Access controls and authentication for portal users
- Regular security reviews and monitoring
- Staff training on privacy and data handling obligations

5 Access and correction

Your rights regarding your personal data

You have the right to access and request correction of the personal information we hold about you. You can update many of your details directly through the portal, or contact us to request access to or correction of your information.

We will respond to access requests within a reasonable timeframe and will provide reasons if we are unable to grant access in accordance with the Australian Privacy Principles.

6 Legal basis

The legislation that governs our privacy obligations

FAA is bound by the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth), including the *Privacy Amendment (Private Sector) Act 2000* (Cth). We have procedures in place to ensure compliance with these principles.

Questions about your privacy?

If you'd like to make a complaint or request access to your data, get in touch.

Phone

1300 49 11 41

Email

info@faa.net.au