

PERSONAL PRIVACY CHARTER

Protecting Personal Privacy

Western Water recognises the trust placed in us when you supply us with your personal information and understands the importance of protecting personal information.

The aim of Victorian privacy legislation (*the Privacy and Data Protection Act 2014*) is to give you more control over the way organisations such as ours collect, use, secure and disclose personal information. It also gives you the right to know what information we hold about you. To assist with this we have developed this Personal Privacy Charter to explain how we handle personal information.

Collection

We will only collect personal information that is necessary for the performance of our functions under the *Water Act 1989*.

The types of personal information that may be collected and held by us for these purposes include, without limitation, your name, address, telephone number(s), email, date of birth, driver licence details, Centrelink customer reference number, banking information and health information. We may also be required to collect some personal information in accordance with occupational health and safety laws.

We may collect personal information from you in a variety of ways including without limitation, person to person, over the phone, on forms, general correspondence, email, faxes, through questionnaires and surveys and online.

Use and Disclosure

Personal information collected is used for providing our functions under the *Water Act 1989*. In performing our functions, Western Water may disclose personal information to persons outside Western Water including, without limitation, contractors, agents, statutory authorities and Government agencies and departments, when required or permitted by law. For example, we may provide your information to a contractor so they can contact you about work they are doing on our behalf in your area or we may provide information to a government agency so that you can obtain a rebate. We will not use or disclose personal information we collect for any other purpose without your consent, unless permitted under the privacy legislation.

We do not sell, rent or trade or otherwise make available your personal information.

Where we hold personal information in conjunction with others (e.g. where an account is a joint one), we will allow each of you access to your own personal information and to the joint information (e.g. account balance and transaction details) but not to the personal information of the other person.

We will not provide account balances, transaction details or other personal information relating to someone else's account, unless the account holder gives us express permission to disclose the information to other people not listed on the account. You can contact us if you wish to arrange for someone else to have access to your account details.

By accessing our Website: www.westernwater.com.au you will be deemed to have consented to us, using your personal information collected by our website, in connection with functions under the *Water Act 1989*, and to monitor your use of our website.

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Data Quality

We will make every effort to ensure that the personal information we collect, use and disclose is accurate, complete and up to date. To some extent, we rely on you to provide accurate and complete information and to advise us of any changes to that information.

Data Security

We will take reasonable steps to protect personal information from misuse or loss and from unauthorised access, modification or disclosure.

We have appropriate procedures to safeguard and help prevent unauthorised access to personal information, to maintain data security and ensure we use and disclose the information we collect appropriately.

Openness

On your request, we will take reasonable steps to let you know what sort of personal information we hold, for what purposes and how we collect, hold, use and disclose that information.

Any changes to our Personal Privacy Charter will be published on our website, www.westernwater.com.au.

Access and Correction

We take reasonable steps to hold only accurate, complete and current personal information. We will update and correct our records when you advise us that your personal information has changed. If you notify us that personal information we hold is not accurate, complete or up to date then we will correct the information.

You may request access to your personal information held by us by contacting us. We have a policy of providing informal access to small amounts, of easy to obtain, information that does not impinge on another person's privacy.

In some instances customers may need to make an application under the *Freedom of Information Act 1982*. You are requested to provide us with as much detail as possible about the particular information sought in order for us to retrieve it. An application form and further information is available at our website www.westernwater.com.au. Please note an application fee may apply.

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Unique Identifiers

We will not assign unique identifiers unless assignment of unique identifiers is necessary to enable us to carry out our functions efficiently.

We will not adopt a unique identifier that has been assigned by another organisation or use or disclose a unique identifier assigned to you by another organisation unless the requirements of the privacy legislation have been met.

Further, we will not require you to provide a unique identifier unless the unique identifier is required or authorised by law or is in connection with the purpose for which the unique identifier was assigned.

Anonymity

Wherever it is lawful and practicable, we will provide you with the option of not identifying yourself when entering into transactions with us.

Trans-border Data Flows

We may transfer personal information to someone who is outside Victoria only if we reasonably believe that the recipient of the information is subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are substantially similar to the Information Privacy Principles, we have your consent or as otherwise provided for in privacy legislation.

Sensitive Information

We will not collect sensitive information about you unless you have consented, the collection is required under law, the collection is necessary to lessen or prevent a serious or imminent threat to the life or health of someone, or the collection is necessary for a legal or equitable claim.

Enquiries and Complaints

You can contact Western Water's Privacy Officer if you have questions about our Privacy Policy or other privacy concerns. The Privacy Officer can be contacted via email at mail@westernwater.com.au or by telephoning 9218 5400.

If you have a privacy complaint we encourage you to tell us so that we can act quickly. We will investigate the complaint, answer questions and do all we can to address the concerns of the complainant. Usually a phone call is all that is needed to resolve most issues.

An individual in respect of whom personal information is, or has at any time been, held by us may complain to the Privacy and Data Protection Commissioner, in writing, about an act or practice that may be an interference with the privacy of the individual. The Commissioner can be contacted via email at enquiries@privacy.com.au.

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Terminology

All references in this Privacy Charter to “we”, “us” and “our” are to Western Water

personal information means information or opinion (including information or an opinion forming part of a database), that is recorded in any form, whether true or not, about an individual whose identity is apparent, or can reasonable be ascertained, from the information or opinion, but does not include information of a kind to which the *Health Records Act 2001* applies.

sensitive information means information or an opinion about an individual's: racial or ethnic origin; political opinions; membership of a political association; religious beliefs or affiliations; philosophical beliefs; membership of a professional or trade association; membership of a trade union; sexual preferences or practices; or criminal record; that is also personal information

unique identifier means an identifier (usually a number) assigned to an individual uniquely to identify that individual for the purposes of the operations of the organisation but does not include an identifier that consists only of the individual's name but does not include an identifier within the meaning of the *Health Records Act 2001*.