

INFORMATION PRIVACY POLICY

Version No: 1
File No: 160-020-040F
Resolution No: R/2011/07/070
Resolution Date: 23 July 2010
Review: July 2011

PERSONAL PRIVACY CHARTER

Background

From 1 September 2002 all Victorian statutory authorities and Government agencies and departments are required to comply with the State privacy laws under the Information Privacy Act 2000 ("Privacy Act") and the ten Information Privacy Principles established under the Privacy Act.

As a statutory corporation established under the Water Act 1989 Westernport Water is bound by the Privacy Act and the ten Information Privacy Principles

The expression "personal information" is used in this Charter to refer to information or an opinion about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Protecting your Personal Information

Westernport Water is committed to ensuring the privacy of the personal information you provide to us. We believe that respect for your privacy forms part of the ongoing trust we wish to develop with you. Westernport Water has established this Personal Privacy Charter in compliance with the Information Privacy Principles and to help you to understand your rights under the Privacy Act.

How this Corporation aims to address the ten Information Privacy Principles is outlined below.

1. Information Collection

Westernport Water only collects personal information that is necessary or desirable for the performance of our functions under the Water Act 1989.

Our functions include:

INFORMATION PRIVACY POLICY

Version No: 1
File No: 160-020-040F
Resolution No: R/2011/07/070
Resolution Date: 23 July 2010
Review: July 2011

- The provision of essential services i.e. water, wastewater, trade waste and reuse
- Accounting and administration
- Distribution of educational material and general information relating to our activities, water conservation and related matters
- Market research in relation to our functions under the Water Act 1989.

These are Westernport Water's "primary purposes" (within the meaning of the Privacy Act) for collecting and using personal information.

The types of personal information that Westernport Water may collect and hold include: an individual's name, property address, postal address, email address, phone number, age, date of birth. We may also hold credit card information, other banking information and Department of Human Services concession card details.

Westernport Water collects personal information from individuals in a variety of ways including, without limitation, person to person, over the telephone, on forms through questionnaires and surveys, emails and through our web site.

2. Information Use and Disclosure

Westernport Water shall not use or disclose personal information for any purpose not connected with our functions under the Water Act unless:

- You would reasonably expect us to use or disclose the information for that secondary purpose
- In the case of any direct marketing or other purposes not related to our statutory functions, we have obtained your prior consent, or
- The use or disclosure is otherwise required or permitted by law.

By accessing the Westernport Water web site you will be deemed to consent to Westernport Water using your personal information collected by our web site in connection with our functions under the Water Act 1989, to monitor your use of our web site.

In performing our functions, Westernport Water may disclose personal information to persons outside Westernport Water including, without limitation, contractors, other

INFORMATION PRIVACY POLICY

Version No: 1
File No: 160-020-040F
Resolution No: R/2011/07/070
Resolution Date: 23 July 2010
Review: July 2011

statutory authorities, Government departments and agencies and when required or permitted by law.

3. Data Quality

Westernport Water shall take reasonable steps to ensure that the personal information that it holds is accurate, complete and up-to-date. If you find that the information we hold about you is inaccurate or out-of-date then please do not hesitate to contact us and we will correct it

4. Data Security

Westernport Water has procedures in place to safeguard personal information against misuse, loss and from unauthorised access, modification or disclosure.

When using our web site you should be aware that no data transmission over the Internet can be guaranteed as totally secure. While data security measures are in place, Westernport Water does not warrant the security of any information that you transmit to us over the Internet and you do so at your own risk.

5. Openness

You may obtain a copy of the current Privacy Charter by contacting Westernport Water on the details below. A copy of the Charter will also be available for viewing on our web site.

6. Access and Correction

Westernport Water shall provide individuals with access to their personal information held by us, unless there are legitimate reasons under the Privacy Act not to provide access. Please contact Westernport Water's Privacy Officer on the details listed below if you:

- Wish to have access to the personal information that we hold about you;
- Consider that the personal information that we hold about you is not accurate, complete or up-to-date;
- Require further information on our personal information management practices.

INFORMATION PRIVACY POLICY

Version No: 1
File No: 160-020-040F
Resolution No: R/2011/07/070
Resolution Date: 23 July 2010
Review: July 2011

7. Unique Identifiers

Westernport Water shall have to verify your identity before meeting your personal information requests.

8. Anonymity

Westernport Water shall allow individuals the option of entering transactions anonymously wherever lawful and practicable.

9. Transborder Data Flows

Should transborder data flow be required to carry out the Corporation's primary purposes, for example the printing of account notices, Westernport Water will take all steps to ensure that your personal information is treated according to the standard to which we subscribe.

10. Sensitive Information

The collection of sensitive information is restricted

Information Privacy Guarantee

If you think that your privacy has been interfered with due to a breach of our obligations in relation to your privacy, then you may lodge a complaint directly with our Privacy Officer. If you are not satisfied with our response, this matter will be escalated to the Executive Management Team.

More information?

If you wish to know more about the way we manage personal information then you may contact us in the following ways:

You may write to us: Privacy Officer
2 Boys Home Road, Newhaven, Vic. 3925

You may email us: privacy@westernportwater.com.au



INFORMATION PRIVACY POLICY

Version No: 1
File No: 160-020-040F
Resolution No: R/2011/07/070
Resolution Date: 23 July 2010
Review: July 2011

You may telephone us: 1300 720 711