



PERSONAL PRIVACY CHARTER

Background

From 2 September 2014 all Victorian statutory authorities and Government agencies and departments are required to comply with the State privacy laws under the Privacy and Data Protection Act 2014 and the ten Information Privacy Principles established under the Act.

As a statutory corporation established under the Water Act 1989 Westernport Water is bound by Privacy legislation and the ten Information Privacy Principles in schedule 1.

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 Privacy legislation.

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 relevant for the performance of our functions under the Water Act 1989.

Our functions include:

- The provision of water, wastewater, trade waste, reuse and gas.
- 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*, 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 and medical details in some cases. We may also hold credit card information, other banking information and Department of Health and 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, hard copy mail, email, fax and through our website.

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

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

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 and Data Protection Act 2014 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.

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.

