

# Personal Privacy Charter

Updated February 2023



**WESTERNPORT**  
**WATER™**

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## Background

Since 2 September 2014, all Victorian statutory authorities and Government agencies and departments have been 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.

### 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, reuse and trade waste;
- 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 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.

### Information Use and Disclosure

Westernport Water will 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 when required or permitted by law including, without limitation:

- contractors;
- other statutory authorities; and
- Government departments and agencies.

This will only occur when undertaking our necessary functions and under strict controls.

### **Data Quality**

Westernport Water will 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.

### **Data Security**

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

### **Openness**

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

### **Access and Correction**

Westernport Water will 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.

### **Unique Identifiers**

Westernport Water must verify your identity before meeting your personal information requests.

### **Anonymity**

Westernport Water will allow individuals the option of not identifying themselves when supplying information or entering transactions wherever lawful and practicable.

### **Transborder Data Flows**

Transborder data flows are the need for information collected in Victoria to travel outside the state. When this happens the data holder has a responsibility to ensure that the privacy of the information is safeguarded. Should transborder data flow be required to carry out Westernport Waters primary purposes, for example the printing of account notices, we will take all steps to ensure that your personal information is treated according to our prescribed standards.

### **Sensitive Information**

The collection of sensitive information is restricted. According to the Privacy Act sensitive information includes; 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.

## **Information Privacy Guarantee**

If you think there has been 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, your complaint will be escalated to the Executive Management Team who will investigate.

## **MORE INFORMATION**

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

Write to us:

Westernport Water Privacy Officer  
General Manager, Corporate and Customer  
2 Boys Home Road, Newhaven, Vic. 3925

Email us:

[westport@westernportwater.com.au](mailto:westport@westernportwater.com.au)

Telephone us:

1300 720 711



**WESTERNPORT  
WATER™**

2 Boys Home Road  
Newhaven 3925  
Victoria, Australia

T 1300 720 711 F (03) 5956 4101  
westport@westernportwater.com.au  
westernportwater.com.au

