



Policy

Privacy

PCO-012

Revision 05

1 Background

The Information Privacy Act 2000 identifies the need for the Corporation to act with due diligence with regards to privacy (in accordance with applicable legislation).

2 Purpose

The purpose of this policy is to outline the personal information management of practices of the Corporation.

3 Definitions

For the purpose of this policy only, the following shall mean:

Personal Information: information or an opinion (including information or an opinion forming part of a database):

- That is recorded in any form and whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion; or
- That identifies an individual or information from which identity can be reasonably ascertained; for example, name, address and telephone number.

Information Privacy Principle: any of the Information Privacy Principles set out in Schedule 1 of the Information Privacy Act 2000.

4 Policy

The Corporation is committed to respecting the privacy of customers, staff and stakeholder personal information.

The Corporation shall abide by the rules, regulations and Information Privacy Principles under the Information Privacy Act 2000, and any other applicable laws or regulations.

4.1 Personal Information Collected

- a) The Corporation shall collect only personal information that is necessary for its functions and activities. For example, the Corporation may collect contact details to connect or maintain services and equipment, to resolve any queries, or for any other purposes required to deliver its services.



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- c) The Corporation shall endeavour to collect personal information directly from customers, staff, service providers and stakeholders, however, there are certain situations in which the Corporation may collect personal information from someone else. In either case, the Corporation will take reasonable steps to ensure that customers, staff, service providers or stakeholders are aware of the purposes for which the information is collected.
- d) In certain circumstances the Corporation may collect sensitive information, such as health information for those who use dialysis machines. The Corporation will collect this type of information only with consent or otherwise in accordance with the law.

4.2 Use and Disclosure of Personal Information

- a) The Corporation will use and disclose personal information for purposes related to the main purpose for which the information was collected, or where the Corporation gained consent for the use or disclosure.
- b) The Corporation may provide personal information about customers, staff and stakeholders to its service providers who assist in providing the Corporation with services. Service providers may include organisations that assist the Corporation with administration, data processing and analysis, research, mail services or maintenance. The Corporation will disclose personal information to third parties on a confidential basis so that they can effectively provide services and functions on the condition that they agree to the Corporation's minimum privacy requirements in relation to safekeeping and/or the return of it.
- c) Service providers will be briefed on Corporation policy and made aware of their responsibilities under such policy.
- d) The Corporation may otherwise use or disclose personal information where required or authorised by law, which may include emergency situations and assisting law enforcement agencies as prescribed under Section 13 of the Information Privacy Act 2000.

4.3 Complaints

The Corporation will abide by Division 1 (Making a Complaint), of the Information Privacy Act 2000 where a complaint is ensued.

4.4 Security of Personal Information

South Gippsland Water will take reasonable steps to protect all personal information held from misuse and loss, and from unauthorised access, modification or disclosure. This protection applies in relation to information stored in both electronic and hard copy form.



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5 Responsibilities

Manager Finance and Corporate Services: is responsible for ensuring that the Corporation complies with applicable privacy legislation.

6 References

Information Privacy Act 2000

This document is to be reviewed in *December 2013* or earlier as required.

This document must not be released to external parties without approval by the Managing Director.

DOCUMENT APPROVAL		
Board Approval:	Meeting N ^o : 202	Date: 15/12/2011
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