

This privacy policy provides the framework for the use and management of personal information collected by South Gippsland Water.

Personal information is information, whether fact or opinion, about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion.

South Gippsland Water manages the personal information it collects in accordance with the ten Information Privacy Principles contained in the *Information Privacy Act 2000*.

Collection

South Gippsland Water only collects personal information when it is necessary for its functions or services. This includes information needed to manage or administer those functions or services.

Personal information is collected wherever possible from individuals directly. South Gippsland Water's aim is to collect it lawfully, fairly and without undue intrusion.

At the time information is collected, South Gippsland Water will take reasonable steps to advise of what information is being sought, for what purpose, to whom the information may be disclosed, whether any law requires the collection, the right to access the information and the main consequences, if any, of not providing the information.

Use and Disclosure

In most instances, South Gippsland Water uses or discloses personal information only for the primary purpose for which it was collected.

Occasionally South Gippsland Water may use or disclose personal information for a logically related secondary purpose that would be reasonably expected. This will only occur with consent or where the *Freedom of Information Act 1982* authorises the use or disclosure. In some cases, other Acts may also require or authorise South Gippsland Water to disclose personal information.

Data Quality

South Gippsland Water endeavours to ensure that the personal information it collects uses or discloses is accurate, complete and up to date. In many instances South Gippsland Water relies on the individual to provide accurate and complete information and to advise South Gippsland Water in the event that their circumstances or details change.

Data Security

South Gippsland Water seeks to hold personal information securely. A number of procedural, physical, hardware and software safeguards are used to protect personal information. We also use secure methods of communication and back-up systems to protect information from misuse, loss, unauthorised access, modification and disclosure.

South Gippsland Water takes reasonable steps to destroy personal information when it is no longer required for any purpose, except where archiving is required in compliance with the *Public Records Act 1973*.

Access and Correction

An individual has a right to access and correct their personal information. Simple requests that involve information relating only to the individual which is easy to retrieve and of a small quantity may be dealt with informally, without the need to submit a formal request under the *Freedom of Information Act 1982*.

In most cases, particularly where a request may affect the privacy of another person or relate to commercial activity, requests for access will be administered in accordance with the *Freedom of Information Act 1982*.

If the *Freedom of Information Act 1982* does not apply, South Gippsland Water will consider whether access can be granted under Information Privacy Principles 6, the access and correction principle in *Freedom of Information Act 1982*.

Unique Identifiers

A unique identifier is a code assigned by an organisation consisting of numbers, letters and/or characters (other than a person's name) used to identify or refer to a person, e.g. a driver's licence number.

South Gippsland Water does not assign or use unique identifiers unless it is necessary to enable South Gippsland Water to carry out any of its functions efficiently.

South Gippsland Water does not disclose unique identifiers unless there is a lawful basis for doing so.

Anonymity

Where it is lawful and practicable to do so, an individual has the option of dealing with South Gippsland Water anonymously.

Transfer of Information outside Victoria

South Gippsland Water only transfers personal information outside the state of Victoria in accordance with the *Freedom of Information Act 1982*. In such instances South Gippsland Water seeks to ensure that personal information is afforded the same level of privacy protection it would receive in Victoria.

Sensitive Information

Sensitive information includes information about an individual's racial or ethnic origin, political opinions or memberships, religious beliefs or affiliations, philosophical beliefs, professional or trade association/union memberships, sexual preferences and practices or criminal record.

The *Freedom of Information Act 1982* places greater restrictions on the collection and handling of this type of information.

South Gippsland Water only collects sensitive information with the individuals consent or where required by law. Sensitive information will only be used and disclosed for the primary purpose for which it was collected or a directly related secondary purpose.

Privacy Policy



Health Information

South Gippsland Water protects personal health information in accordance with the requirements of the *Health Records Act 2001*.

Complaints

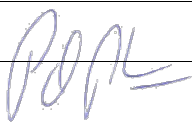
The *Freedom of Information Act 1982* provides that an individual may complain if they believe that their privacy has been breached.

South Gippsland Water is committed to protecting the privacy of personal information. If it is suspected that an individual's privacy has been interfered with and they would like to make a complaint, they can complete *FCO-012 Privacy Complaint Form* and send to the Manager of Finance and Corporate Services.

References

- Freedom of Information Act 1982*
- Health Records Act 2001*
- Information Privacy Act 2000*
- Public Records Act 1973*

This document is to be reviewed in **May 2017** or earlier as required.
 This document must not be released to external parties without approval by the
 Managing Director.

DOCUMENT APPROVAL		
Board Approval:	Meeting No.: 242	Date: 28/05/2015
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Managing Director Signature:		

Notify Community Relations Officer when revised for external publishing