

## 1 Background

As a Victorian public sector authority, South Gippsland Water (SGW) is obligated to comply with the requirements of the Information Privacy Act (2000) and the Privacy and Data Protection Act (2014).

This policy provides the framework for the use and management of personal information collected by South Gippsland Water, to ensure that SGW operates at all times within the requirements of the relevant acts and adheres to the Information Privacy Principles as set by the Office of the Victorian Information Commissioner, and where applicable, to the Freedom of Information Act (1982) and Health Records Act (2001).

## 2 Definitions

For the purpose of this policy the following shall mean:

**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.

**Sensitive information:** is defined in the Information Privacy Principles.

**IPP:** Information Privacy Principles.

**OVIC:** Office of the Victorian Information Commissioner.

**SGW:** South Gippsland Water.

## 3 Policy

SGW will apply the requirements of the Information Privacy Principles (IPP). In accordance with these principles, SGW will:

1. Only collect personal information when it is necessary for its functions or services, including for administrative purposes;
2. Take reasonable steps to advise individuals of what information is being sought, for what purpose and to whom the information may be disclosed;
3. Only use or disclose personal information for the purpose for which it was collected or a reasonably related secondary purpose;
4. Endeavour to ensure that the personal information retained is accurate, complete and up to date;
5. Hold personal information securely;
6. Give individuals the option of dealing with SGW anonymously, where practicable;
7. Ensure that personal information is stored only in jurisdictions where it will be afforded the same level of privacy protection it would receive in Victoria;
8. Only collect sensitive information with the user's consent or where required by law;
9. Hold all health information in accordance with the *Health Records Act 2001*.

## 4 Responsibilities

The **Board, advised by Audit and Risk Management Committee** are responsible for setting and reviewing privacy policy, and for monitoring the corporation's compliance with privacy requirements and legislation.

The **Manager – Risk, Governance and Compliance** is designated as the Privacy Officer, responsible for handling complaints and investigations of privacy breaches.

All staff who have access to personal information are responsible for acting in accordance with the requirements of the Information Privacy Principles at all times.

## 5 References

Health Records Act 2001

Information Privacy Act 2000

Privacy and Data Protection Act 2014

Freedom of Information Act 1982

Guidelines to the Information Privacy Principles

Customer Privacy Charter

PCO-012a Privacy Policy Charter

[PCO-015 Freedom of Information Policy](#)

[PIT-001 Information Management Policy](#)

[PQA-003 Records Management Policy](#)

[SOH-013 Prevention and Control of Communicable Disease Exposure Procedure](#)

[FCO-012 Privacy Complaint Form](#)

This document is to be reviewed in **August 2021** 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.: 284	Date: 22/08/2019

# Privacy Policy



Audit & Risk Management Committee Approval:	Meeting No.: 118	Date: 24/07/2019
Senior Management Approval:	Meeting No.: 601	Date: 03/07/2019
Managing Director Signature:		