

1 Background

As a Victorian public sector authority, South Gippsland Water (SGW) is obligated to comply with 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 we operate within the requirements of the relevant acts and adhere 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.

3 Policy

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

1. **Collection:** Only collect personal information when it is necessary for its functions or services, including for administrative purposes
2. **Use and Disclosure:** Only use or disclose personal information for the purpose for which it was collected or a reasonably related secondary purpose
3. **Data Quality:** Take reasonable steps to ensure that the personal information retained is accurate, complete and up to date
4. **Data Security:** Hold personal information securely and destroy or de-identify personal information in an appropriate way
5. **Openness:** Make available policies of management of personal information. If requested provide information on the type of personal information held, for what purpose and how it is collected and used
6. **Access and Correction:** Allow reasonable access to personal information upon request
7. **Unique Identifiers:** Do not assign unique identifiers to individuals unless necessary to enable the Corporation to carry out our functions
8. **Anonymity:** Give individuals the option of dealing with SGW anonymously, where practicable
9. **Transborder Data Flows:** 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
10. **Sensitive Information:** Only collect sensitive information with the user's consent or where required by law
11. Hold all health information in accordance with the *Health Records Act 2001*.

4 Responsibilities

Managing Director: is responsible for the privacy policy, and for monitoring the corporation's compliance with privacy requirements and legislation.

The **General Manager Customer Community and Strategy:** is responsible for developing and reviewing the Privacy Policy and compliance with privacy requirements

Manager Governance Risk and Performance: 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

Privacy and Data Protection Act 2014

Freedom of Information Act 1982

Guidelines to the Information Privacy Principles (IPP Guidelines)

PCO-012a Privacy Policy Charter

PCO-015 Freedom of Information Policy

PIT-001 Information Management Policy

PQA-003 Records Management Policy

FCO-012 Privacy Complaint Form

This document is to be reviewed in **February 2027** or earlier as required.
This document must not be released to external parties without approval by the
Managing Director.

DOCUMENT APPROVAL		
Mgr Governance Risk & Performance Approved:	Ros Griggs	Date: 05/02/2024
Managing Director Signature:		