

Policy – Privacy

Policy

SRW will publish on our website a Privacy Statement in order to comply with State laws.

The statement will explain:

- Who we are;
- The reason we collect, use and disclose information;
- Why we manage and protect personal information;
- Access rights to people's own information;
- How we manage public water resource data; and
- Who to contact for a question or a complaint.

PRIVACY STATEMENT

Southern Rural Water (SRW) is a Victorian Government Rural Water Corporation

SRW values and protects the personal information it collects from customers.

We only collect information necessary to conduct our business or provide a service.

Information such as a customer name, address or phone number is not released outside SRW without consent unless reasonably required for related public business such as council rate processes or requested by lawful orders.

Any person is able to gain access to their own information and correct if wrong.

Managing water is our State public duty. In this regard, SRW has a transparent and open approach to the release of water resource data (such as usage types, waterway, area and volume details) and in this regard we will not disclose personal information.

SRW will comply with Water Act and privacy laws.

PRIVACY COMPLAINTS

If you have a question or wish to make a complaint address your concerns in writing to the SRW Privacy Officer at PO Box 153 Maffra VIC 3860 or by phone 03 5139 3100.

Nil

Definitions

Effective date and review date

This policy takes effect on 3 October 2013, replacing policy developed in 2002 and reaffirmed in 2004 and 2007.

It is due for review by October 2016.

Who is affected

This policy applies to all staff and business processes at SRW.

Rationale

The purpose is to comply with the Health Records Act 2001 and the Information Privacy Act 2000 - including privacy principle number 5 that states a public body must be transparent and document policy in regard to how we manage personal information.

Contact

For more information contact the Manager Human Resources who is also the SRW Privacy Officer.

Related documents

Nil.

Communications

This policy is posted on the SRW's website.
