

Policy – Privacy

Policy

Gippsland and Southern Rural Water Corporation (trading as Southern Rural Water) ABN 70 801 473 421 values and protects the personal information it collects and holds about customers and employees.

The Information Privacy Principles under the Privacy and Data Protection Act 2014 (Vic) (PDP Act) apply to SRW in handling your personal information, and the Health Records Act 2001 (Vic) (HR Act) applies to SRW when handling your health information.

In addition, the Fair Work Act 2009 requires all employers to keep certain personal information about employees in their employee records.

This Privacy Policy (Policy) explains how we handle your personal information.

Collection of Personal Information

We only collect, maintain, use, or disclose information necessary to conduct our business or provide a service in accordance with *the Water Act 1989 (Vic)*.

The types of personal information that may be collected and held by SRW for these purposes include the following:

- Identifying details such as you name, signature, date of birth, pensioner concession card, Centrelink healthcare card, Department of Veteran's Affairs Gold Card.
- Contact details such as your address, email address and telephone number(s).
- Banking details.
- Photos and videos.
- Medical records, including vaccinations, Health or special needs information collected under the HR Act.
- Medical records, including vaccinations are sensitive information and are afforded a higher degree of protection.
- Information on personal circumstances (e.g., family violence).
- Information about employment (e.g., place of work, position, authority, taxation, training, performance, conduct).
- Records of engagement, resignation, or termination of employment
- WorkCover information.
- Information you lodge with us through mySRW, and online forms.

Use and Disclosure

Personal Information collected and held by SRW is used for performing our functions. In performing our functions, we may disclose personal information to persons outside of SRW including, without limitation, contractors, agents, statutory authorities and Government agencies and departments, when required or permitted by law.

For example, we may provide your information to a contractor so they

can contact you about work they are performing on SRW's behalf, or we may provide information to a government agency so that you can obtain a concession.

If we wish to disclose any of the personal information collected other than as set out above, we will not do so unless we have your express consent or unless permitted under the privacy legislation.

Where we hold personal information in conjunction with others (e.g., joint account holders), we will allow each of you access to your own personal information and to the joint information (e.g., account balance and transaction details) but not to the personal information of the other person.

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

Data Quality & Security

We will make every effort to ensure that the personal information we collect, use, and disclose is accurate, complete, and up to date. To some extent, we rely on you to provide accurate and complete information and to advise us of any changes to that information.

We will take reasonable steps to protect personal information from misuse or loss and from unauthorised access, modification, or disclosure.

We have appropriate procedures to safeguard in accordance with the Victorian Protective Data Security Standards to help prevent unauthorised access to personal information, to maintain data security and ensure we use and disclose the information we collect appropriately.

This includes having in place document security, policies, systems, and access restrictions.

Openness

On your request, we will take reasonable steps to let you know what sort of personal information we hold, for what purposes and how we collect, hold, use, and disclose that information.

Any changes to our Privacy Policy will be published on our website, www.srw.com.au.

Access and Correction

We take reasonable steps to hold only accurate, complete, and current personal information. Any person can request to correct personal information if wrong.

If we are notified that the information that we have is not accurate, complete, or up to date then we will take action to correct the information.

In some instances, you may need to make an application under the Freedom of Information Act 1982. You are requested to provide us with as much detail as possible about the particular information sought in order for us to retrieve it. An application form and further information is available at our website www.srw.com.au. Please note an application fee may apply.

Please contact us using the contact details set out below.

Unique Identifiers

We will not assign unique identifiers unless assignment of unique identifiers is necessary to enable us to carry out our functions efficiently.

We will not adopt a unique identifier that has been assigned by another organisation or use or disclose a unique identifier assigned to you by another organisation unless the requirements of the privacy legislation have been met.

Further, we will not require you to provide a unique identifier unless the unique identifier is required or authorised by law or is in connection with the purpose for which the unique identifier was assigned.

Anonymity

Wherever it is lawful and practicable, we will provide you with the option of not identifying yourself when entering into transactions with us.

Trans-border Data Flows

We may transfer personal information to someone who is outside Victoria only if we reasonably believe that the recipient of the information is subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are substantially similar to the Information Privacy Principles, or we have your consent or as otherwise provided for in privacy legislation.

Sensitive Information

Sensitive information is a subset of personal information that is generally afforded a higher level of privacy protection.

We will not collect sensitive information about you unless you have consented, the collection is required under law, the collection is necessary to lessen or prevent a serious or imminent threat to the life or health of someone, the collection is directly related to our functions or activities, the collection is a result of lawful and reasonable direction or the collection is necessary for a legal or equitable claim.

Enquiries and Complaints

You can contact SRW's Privacy Officer if you have questions about our Privacy Policy or other privacy concerns. The Privacy Officer can be contacted via email at srw@srw.com.au or by telephoning 1300 139 510.

If you have a privacy complaint, we encourage you to tell us so that we can act quickly. We will investigate the complaint, answer questions, and do all we can to address the concerns of the complainant.

An individual in respect of whom personal information is, or has at any time been, held by us may complain to the [Office Victorian Information Commissioner](#), in writing or by email, about an act or practice that may be an interference with the privacy of the individual. The Commissioner can be contacted via email at enquiries@ovic.com.au.

Definitions

Personal information:

Personal information means information or opinion, (including information or an opinion forming part of a database) that is recorded in any form whether true or not, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion, but does not include information of a kind to which the Health Records Act 2001 applies.

Sensitive information

Sensitive Information means information or an opinion about an individuals, health, racial or ethnic origin, political opinions, membership of a political association, religious belief or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices or criminal record; that is also personal information.

Unique Identifier

Unique identifier means an identifier (usually a number) assigned by an organisation to an individual uniquely to identify that individual for the purposes of the operations of the organisation but does not include an identifier that consists only of the individual's name and does not include an identifier within the meaning of the Health Records Act 2001.

Privacy Officer:

The Privacy Officer's role is to assist the application of the Privacy and Data Protection Act 2014 within SRW. This includes:

- To receive advice and updated information from the Commissioner of Privacy and Data Protection (CPDP) about the implementation of the Privacy and Data Protection Act 2014.
- To act as a first point of contact/liaison with the CPDP for all matters related to privacy and personal information.
- To act as a focal point within their organisation for all matters related to privacy and personal information.
- To act as a first point of contact for members of the public for all matters related to privacy and personal information.

Effective date and review date

This policy takes effect on 07 December 2021.

It is due for management review in December 2024 and board review December 2027

Version 2.0.

Who is affected

This policy applies to all staff and business processes at SRW when dealing with personal information.

Rationale

The purpose of this policy is to comply with the Privacy and Data Protection Act 2014 - 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 People and Culture or the SRW Privacy Officer.

Related documents

Privacy and Data Protection Act 2014.

Communications

This policy is available on SRW's website.
