

## Policy – Privacy

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### Policy

SRW values and protects the personal information it collects and holds about customers and employees.

We only collect, maintain, use or disclose 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.

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 a customer's or employee's express consent.

Any person can request to know what information we hold about them, and can request access to that information and to correct 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.

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.

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### Definitions

Personal information:

Personal information means recorded information or opinion, whether true or not, about an individual whose identity can reasonably be ascertained. Personal information may include an individual's name, address, sex, age, financial details, marital status, education or employment history. Some personal information is called "sensitive information" and given special treatment. It includes data about, health ethnic origin, religious belief, sexual practices and criminal record.

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
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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
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**Effective date and review date**

This policy takes effect on 7 March 2017.  
It is due for management review in December 2018 and board review December 2021.

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**Who is affected**

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

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**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.

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**Contact**

For more information contact the Manager People and Culture or the SRW Privacy Officer.

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**Related documents**

Privacy and Data Protection Act 2014.

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**Communications**

This policy is available on SRW's website.

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