

Privacy Charter

1. Purpose

- 1.1. We appreciate the importance of protecting your personal information and recognise the trust placed in us when you supply us with your personal information. We are bound by the Information Privacy Principles under the *Privacy and Data Protection Act 2014* (Vic) “Privacy Legislation”.
- 1.2. We recognise the importance of your privacy, and that you have a right to control how your personal information is collected and used. This Privacy Charter explains how we will handle your personal information.
- 1.3. To assist our employees to comply with the Privacy Legislation, we maintain a Privacy Procedure which provides guidance to our employees when collecting and managing your personal information.
- 1.4. We will adhere to the Privacy by Design principles adopted by the Commissioner for Privacy and Data Protection “Commissioner” to ensure that privacy is integrated into the design and architecture of our systems and processes.
- 1.5. This Privacy Charter applies to all South East Water employees and service providers.
- 1.6. All references in this Privacy Charter to “we”, “us” and “our” are to South East Water.

2. Collection

- 2.1. We may collect personal information that we require for the purpose of our business activities, functions and as otherwise required or permitted by law. The types of personal information that may be collected by us for these purposes include, your name, current and previous addresses, addresses at which our services are provided, telephone, email address and facsimile numbers, date of birth, driver licence details, pension card numbers, concession card holders, credit information and health information.
- 2.2. We may collect personal information in a number of ways including, over the counter and using forms, the telephone and internet. If you do not provide us with the personal information that we request then we may not be able to supply you the services or products requested.
- 2.3. The types of personal information we will collect from you will depend on the circumstances in which that information is collected. These may include:
 - (a) contact details (i.e. your name, address, email, phone and facsimile details);
 - (b) information about your employment (eg, place of work, position, authority to transact with us, etc.);
 - (c) information on prior dealings with us; and
 - (d) statistical information regarding the use of the our websites, including the domains from which website users visit, IP addresses, the dates and times of visits, activities undertaken on our website, cookies and other clickstream data.

3. Use and Disclosure

- 3.1. We will store, use and disclose personal information to conduct our business activities and may provide the personal information to contractors or third parties (including account collection and credit reporting agencies) for the purposes of conducting our business activities.
- 3.2. We use and disclose personal information to facilitate our compliance with relevant statutory and other legal obligations and we may, on request by other statutory agencies, local government and the Victorian Government, disclose personal information to facilitate their compliance with their statutory and legal obligations and to facilitate their enforcement of applicable laws.
- 3.3. The personal information we collect will not be used or disclosed for any other purpose without your consent, unless permitted under the Privacy Legislation.
- 3.4. We do not sell, rent or trade or otherwise make your personal information available except for the purposes mentioned in this Privacy Charter.
- 3.5. When you visit our website, our Internal Services Provider will make a record of your visit and log the following information:
 - (a) your server address;
 - (b) your top level domain name;
 - (c) the date and timing of the visit to the site; and
 - (d) the web pages you have accessed and documents downloaded.

The information is collected for statistical purposes and may be used for monitoring use of our website and promoting water and sewerage related services, products and market research.

4. Website collection

- 4.1. We provide notice to individuals that by using our websites, personal information may be collected by us, and in some instances our Internet Service Provider, and that this personal information may be used for monitoring use of our website and for the purpose of promoting water and sewerage related services and products and market research. Information collected may include the dates and times you access our website, the domains from which you visit, your activity in our website and your Internet Protocol address. This information is sometimes called "clickstream data". We may use this data to analyse trends and statistics in order to improve the service we provide through our website.
- 4.2. We may use cookie technology on our websites to provide information and services to web site visitors. Cookies are pieces of information that a website transfers to your computer's hard disk for record keeping purposes and are a necessary part of facilitating online transactions. Most web browsers are set to accept cookies. Cookies are useful to estimate our number of visitors and determine overall traffic patterns through our websites. If you do not wish to receive any cookies you may set your browser to refuse cookies. This may mean you will not be able to take full advantage of the services on our website.

5. Data Quality

We make every effort to ensure the personal information we collect, use and disclose, is complete, accurate and relevant for the purposes of our use or disclosure.

6. Data Security

- 6.1. We take all reasonable steps to securely store and protect the information we hold from interference, unauthorised use, disclosure, access, modification, loss or misuse. This includes confidentiality requirements for employees and contractors and having in place document storage security, policies, systems and site access restrictions.
- 6.2. We safeguard and help prevent unauthorised access to personal information, to maintain data security and ensure we use and disclose the information we collect appropriately.
- 6.3. Where we hold personal information in conjunction with others (e.g. where an account is a joint one), we will allow each individual access to their own personal information and to the joint information (e.g. account balance and transaction details) but not to the personal information of other individuals.
- 6.4. Other individuals will not be given account balances, transaction details or other personal information relating to someone else's account, unless the account holder gives us express permission to disclose the information to individuals not listed on an account. Customers can contact us if they wish to arrange for someone else to have access to their account details.
- 6.5. We will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose.

7. Data Protection – Security Risk Profile Assessment and Protective Data Security Plan

- 7.1. Under Part IV of the *Privacy and Data Protection Act 2014*, the Commissioner is responsible for developing the Victorian protective data security framework for monitoring and assuring the security of public sector data. The Commissioner may then issue protective data security standards for the security, confidentiality and integrity of public sector data and access to public sector data.
- 7.2. South East Water and its employees will not act or engage in a practice that contravenes a protective data security standard in respect of data collected, held, managed, used, disclosed or transferred by us and in respect of data systems kept by us.
- 7.3. South East Water commits to undertake a security risk profile assessment and the development of a protective data security plan in accordance with the obligations of the *Privacy and Data Protection Act 2014*.

Review and Distribution

We will ensure that the protective data security plan prepared in accordance with the Privacy Legislation is reviewed:

- (a) if there is a significant change in the operating environment or the security risks relevant to us; or
- (b) otherwise, every two years.

We will ensure that a copy of the protective data security plan is provided to the Commissioner.

Exemption

Consistent with section 90 of the *Privacy and Data Protection Act 2014*, the *Freedom of Information Act 1982* does not apply to a protective data security plan.

8. Openness

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

9. Access and Correction

9.1. Customers may request access to their personal information held by us by contacting us. We may not provide access to personal information where we are permitted to refuse such access in accordance with the Privacy Legislation. Examples include, without limitation, where providing access would have an unreasonable impact on the privacy of other individuals or if the request for access is frivolous or vexatious.

9.2. We take reasonable steps to hold only accurate, complete and current personal information. We will update and correct our records when customers advise us that their personal information has changed. If customers notify us that personal information we hold is not accurate, complete or up to date then we will correct the information.

9.3. Customers may request access to their personal information by contacting the South East Water Privacy Officer by post:

The Privacy Officer
South East Water
PO Box 2268
Seaford VIC 3199

Or by sending an email containing their request to: foi@sew.com.au.

9.4. Customers are requested to provide us with as much detail as possible about the particular information sought in order to help us retrieve it. Please note we may charge for the reasonable cost of processing a request and in some instances customers may need to make an application under the *Freedom of Information Act 1982* (Cth).

10. Unique Identifiers

We will not assign unique identifiers to individuals unless the assignment of unique identifiers is necessary to enable us to carry out any of our functions efficiently. Further, we will not require an individual to provide a unique identifier unless required or authorised by law.

11. Anonymity

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

12. Information Disclosed Overseas

- 12.1.** Some customer information including names, addresses and contact details collected by South East Water, is maintained in South East Water's Customer Relationship Management application which is outsourced to a cloud service provider. As a result, some customer information, is located overseas in Japan. Where we disclose personal information to a third party which is located overseas or which will hold your personal information overseas, we will take reasonable steps to ensure that the overseas recipient of your personal information handles your personal information in accordance with the Australian Privacy Laws.
- 12.2.** We may transfer personal information about an individual to someone who is outside Victoria 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, the individual consents or as otherwise provided for in Privacy Legislation.

13. Sensitive Information

We will not collect sensitive information about an individual unless the individual has consented, the collection is required under law, the collection is necessary to lessen or prevent a serious and imminent threat to the life or health of an individual, or the collection is necessary for a legal or equitable claim.

14. Enquiries and Complaints

- 14.1.** Customers can contact South East Water's Privacy Officer if they have questions about our Privacy Charter. The Privacy Officer can be contacted via email at foi@sew.com.au.
- 14.2.** We will encourage customers that have a privacy complaint 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. Usually a phone call is all that is needed to resolve most issues.
- 14.3.** An individual in respect of whom personal information is, or has at any time been held by us may complain to the Office of the Victorian Information Commissioner, Privacy and Data Protection, in writing, about an act or practice that may be an interference with the privacy of the individual. The Commissioner can be contacted via email at privacy@cpdp.vic.gov.au.

15. Future changes

We reserve the right to change this Privacy Charter at any time and notify you by posting an updated version of the Privacy Charter on our website. If at any point we decide to use your personal information in a manner materially different from that stated at the time it was collected, we will notify you by email or via a prominent notice on our website, and where necessary, seek your prior consent.