



How we keep information about you safe

South East Water



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

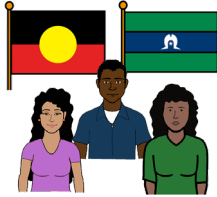
- understand this book

- find more information.



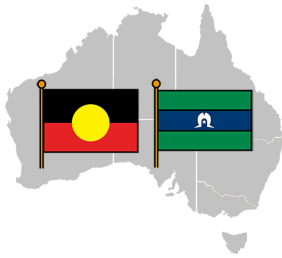
Contact information is at the end of this book.

We acknowledge First Nations people



Acknowledge means we understand the importance of **First Nations people's**

- culture
- language
- history.



First Nations people are the Aboriginal and Torres Strait Islander people.

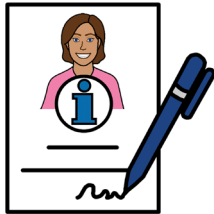
We acknowledge the

- Bunurong
- Gunaikurnai
- Wurundjeri Woi Wurrung.

About this book



This book is from South East Water.



We wrote this book to tell you about

- why we need information about you

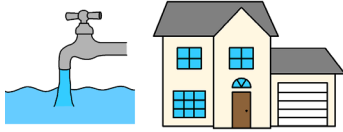


- how we ask for information about you



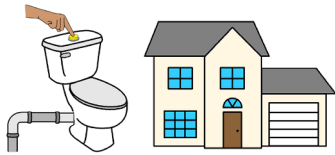
- how we keep information about you safe.

Why we need information



Our job is to

- bring clean water to your home or business

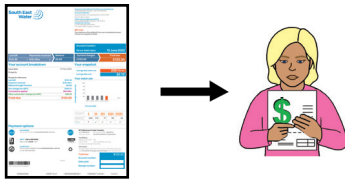


- take dirty water away from your home or business.



We need information about you so we

- know where you need water



- can send you a water bill



- can help you when you need it.



We might also ask for your information to

- learn about what you need



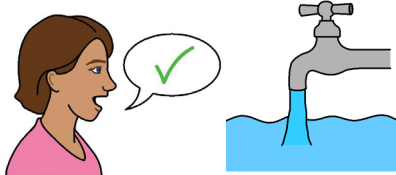
- tell you about how we can help.

How we ask for information



We ask for information when you

- talk to us



- ask to get water from us



- use our website.

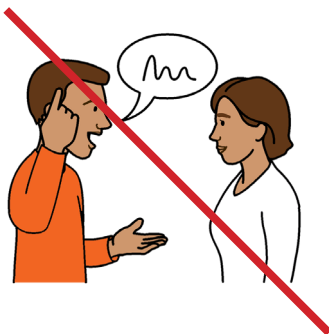


We also get information about you when someone else tells us.

For example, the government.



We will tell you what information we need when you talk to us.



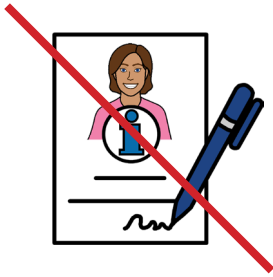
We will **not** ask for information about you unless we need it to do our job.

How we keep information

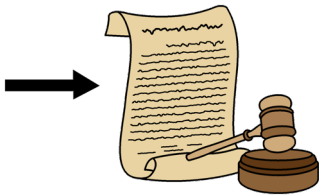


The **law** says we **must** keep your information safe.

Laws are rules that everyone must follow.



We will **not** share information about you to other workers or services unless we have to.



If we need to share information we will tell workers or services what laws they **must** follow.



You can contact us to learn about what information we know about you.

More information



For more information contact South East Water.



Call 131 851



Website southeastwater.com.au



Email support@sew.com.au



Easy English

This book is an Easy English version of our Privacy Policy.

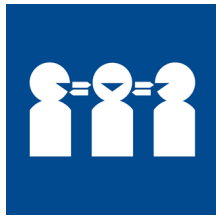
On our website you can read

- the original version of the policy

- our other Easy English books.



Website
[southeastwater.com.au/about-us/
community/easy-english/](http://southeastwater.com.au/about-us/community/easy-english/)



If you need help with English

Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.



If you need help to speak or listen

Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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