

WESTERN  
WATER



# Personal Privacy Charter



## Protecting personal privacy

---

Western Water recognises the trust placed in us by customers when they supply us with their personal information and understands the importance of protecting personal information.

All Victoria statutory authorities and Government agencies and departments are required to comply with State privacy laws under the *Information Privacy Act 2000* ('Privacy Act') and the ten Information Privacy Principles established under the Privacy Act.

As an authority established under the *Water Act 1989*, Western Water is bound by the Privacy Act and the Information Privacy Principles. Western Water has established this Personal Privacy Charter ('Charter') in compliance with the Information Privacy Principles and to help you better understand your rights under the Privacy Act.

This Charter explains how Western Water manages personal information relating to individuals, including present and past employees.

This Charter applies only to personal information as defined by the Privacy Act. It does not affect, in any way, any of Western Water's other rights, powers or obligations, nor does it impose any obligations on Western Water with respect to commercial, trade or any other information that is not personal information.

## Terminology

---

For the purpose of this Charter, 'personal information' is defined as recorded information or opinion, whether true or not, about an identifiable individual.

## Collection of information

---

Western Water only collects personal information that is necessary or desirable for the performance of our functions under the *Water Act 1989*.

Our functions include:

- the provision of water, sewerage, trade waste and plumbing services;
- the promotion and sale of water-related products and services;
- the distribution of educational material and general information relating to our activities, water conservation and related matters;

- market research in relation to our functions under the *Water Act 1989*.

These are Western Water's 'primary purposes' (within the meaning of the Privacy Act) for collecting and using personal information.

The types of personal information that Western Water may collect and hold include, without limitation, an individual's name, address, phone number, age and date of birth. We may also hold credit card information, other banking information and other personal identification information that an individual chooses to provide to us.

Western Water collects personal information from individuals in a variety of ways including, without limitation, person to person, over the telephone, on forms, general correspondence, email, faxes, through questionnaires and surveys and through our website.

### **Information use and disclosure**

---

Western Water will not use or disclose personal information for any purpose not connected with our functions under the *Water Act 1989* unless:

- you would reasonably expect us to use or disclose the information for that secondary purpose;
- in the case of any direct marketing or other purposes not related to our statutory functions, we have obtained your prior consent; or
- the use or disclosure is otherwise required or permitted by law.

By accessing Western Water's website you will be deemed to consent to Western Water using your personal information collected by our website, in connection with our functions under the *Water Act 1989*, and to monitor your use of our website.

In performing our functions, Western Water may disclose personal information to persons outside Western Water including, without limitation, contractors, agents, other statutory authorities and Government agencies and departments, when required or permitted by law.

### **Data security**

---

Western Water has security procedures in place to protect personal information from misuse or loss and from unauthorised access, modification or disclosure.

When using our website you should be aware that no data transmission over the Internet can be guaranteed as totally secure. While data security measures are in place, Western Water does not warrant the security of any information that you transmit to us over the Internet.

## **Openness**

---

Any changes to this Charter will be published on our website **[www.westernwater.com.au](http://www.westernwater.com.au)**

You may obtain a copy of our current Charter from our website or by contacting us (see below for contact details).

## **Access, correction and further information**

---

Western Water will provide individuals with access to their personal information held by us, unless there are legitimate reasons under the Privacy Act not to provide access. Under the Privacy Act, Western Water can only disclose information to the customer listed as the current account holder on our customer database, unless the current account holder has granted permission for a third party to access personal information.

Please contact Western Water's Privacy Officer (see below for contact details) if you:

- wish to have access to the personal information we hold about you;
- consider the personal information we hold about you is not accurate, complete or up to date;
- require further information on our personal information management practices;
- would like to nominate a third person to have access to your personal information.

**Telephone** 1300 650 422

**Facsimile** 03 9218 5444

**Email** [mail@westernwater.com.au](mailto:mail@westernwater.com.au)

**Website** [www.westernwater.com.au](http://www.westernwater.com.au)

### **Mailing Address**

Western Water  
PO Box 2371  
Sunbury DC  
Victoria 3429

