

Privacy Policy



This Policy Statement recognises that the region's Traditional Owners have been the custodians of the land and water for thousands of generations. Coliban Water acknowledges that Traditional Owners have unique knowledge and connection to this land and water. We actively seek strong partnerships with Traditional Owners so that our decisions are better informed to help deliver the goals and aspirations that they hold for their culture and country.

1. Purpose

The purpose of this Policy is to express Coliban Water's commitment to protecting the privacy of its customers, employees and any other affected people in the course of the delivery of its services.

2. Policy Statement

Interfering with an individual's privacy can result in many different types of harm to that individual, ranging from emotional distress to identity theft or fraud. More broadly, failing to respect privacy could result in an erosion of trust in, and a lack of willingness to engage with, Coliban Water.

Coliban Water will have well-targeted and meaningful processes in place for the Collection and handling of personal information and health information. In designing these processes, Coliban Water will ensure it adheres to the requirements of the Information Privacy Principles (IPPs) contained in the *Privacy and Data Protection Act 2014 (Vic)* and the Health Privacy Principles (HPPs) contained in the *Health Records Act 2001 (Vic)*.

Each of Coliban Water's Board members, employees, contractors and contract service providers have a responsibility to act in accordance with the commitments and actions described in this policy as appropriate to their particular roles and duties.

The Executive General Manager, Governance Legal and Safety has the overall responsibility for the development, maintenance and implementation of this policy.

3. Policy Implementation

In order to meet this commitment to protecting the privacy of its customers, employees and other affected people, Coliban Water will:

- be open and transparent about our approach to privacy, including by making this Privacy Policy publicly available and taking reasonable steps to inform affected people about the collection and subsequent use of their personal information or health information and how they can make a privacy complaint;
- regularly assess the threats and risks to the effective protection of privacy, and as necessary, implement improvements to mitigate those risks;



- only collect personal information and health information that is necessary to fulfil our functions and to deliver our services effectively;

- always collect personal information and health information lawfully and by fair and reasonable means;
- not collect sensitive information about an individual other than in accordance with the limited circumstances contained in the IPPs, including when the individual has given their consent;
- take reasonable steps to protect the confidentiality, integrity and availability of the personal information and health information that we hold, including regularly measuring our information security practices against the minimum requirements of the Victorian Protective Data Security Standards published by the Office of the Victorian Information Commissioner (OVIC);
- only use personal information and health information for the primary purpose that it was collected (or in accordance with the limited secondary reasons permitted by the IPPs and HPPs);
- consider the attendant privacy issues when engaging third parties who might have access to the personal information or health information that we hold; including compelling these third parties to assist Coliban Water meet its privacy obligations to the fullest extent possible;
- take reasonable steps to ensure the personal information and health information we handle remains accurate, complete and up-to-date;
- not keep personal information and health information any longer than is required (and take reasonable steps to securely destroy or permanently de-identify that information when it is no longer needed);
- only transfer personal information and health information that we collect to parties outside Victoria where we reasonably believe that the recipient of the information is subject to information handling requirements similar to the IPPs or HPPs (or in the other limited circumstances provided for in the IPPs and HPPs);
- support our Board members, employees, contractors and contracted service providers to understand our approach to the management of personal information and health information through the development of a subordinate Privacy Procedure and the provision of regular training and awareness activities;
- resolve any privacy concerns or complaints in a timely manner; and
- effectively respond to actual and potential privacy breaches, including by evaluating the circumstances of the breach to help manage any consequences and to identify improvement opportunities; and reporting details of the breach to OVIC.

4. Definitions

Personal Information – *information or an opinion that is recorded in any form and whether true or not about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.*

Health Information – *information or an opinion whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion and which is information or an opinion about an individual's physical, mental or psychological health, or any disability, or expressed wishes about the future provision of health services, or about health services that have been or are to be provided to the individual, or about the donation of body parts by the individual or about genetic information which is or could be predictive about the health of the individual.*

Sensitive information - *information or an opinion (that is also personal information) relating to an individual's:*

- *Racial or ethnic origin*
- *Political opinions*
- *Membership of a political association*

- *Religious beliefs or affiliations*
- *Philosophical beliefs*
- *Membership of professional or trade association*
- *Membership of a trade union*
- *Sexual preferences or practices*
- *Criminal record.*

5. Human Rights Statement

It is considered that this policy does not impact negatively on any rights identified in the *Charter of Human Rights and Responsibility Act (2006) (the Act)*. Moreover, the right to privacy is recognised in Section 13 of the Act and it is unlawful for Coliban Water to act in a way that is incompatible (or to fail to give proper consideration) to privacy issues.

Date of Approval: 22 April 2022