

Privacy Policy Statement

We acknowledge and respect Victorian Traditional Owners as the original custodians of Victoria's land and waters, their unique ability to care for Country and deep spiritual connection to it. We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

This policy expresses Coliban Water's commitment to protecting the privacy of its customers, employees, and any other affected people during the delivery of its services.

This policy applies to the Coliban Water Board and all Coliban Water employees, contractors, consultants, customers, strategic partners and other stakeholders.

Interfering with an individual's privacy can result in many different types of harm to that individual, ranging from emotional distress to identify theft or fraud. More broadly, failing to respect privacy could result in an erosion of trust in, and 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). In addition to other factors, Coliban Water recognises:

- It is unlawful to act in a way that is incompatible (or fail to give proper consideration) to privacy issues.
- The sensitivity of family violence situations and as such, promotes the need for the highest degree of confidentiality to be exercised when providing customer service and supporting employees.
- The need for surveillance activities (such as use of CCTV) to be undertaken in a privacy enhancing way, which involves protecting the privacy of individuals that the information is about and collecting and handling personal information in a transparent and responsible manner.

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

- Be open and transparent about our approach to privacy by taking reasonable steps to inform people about the collection and use of their personal or health information and how they can make a privacy complaint.
- Only collect personal and health information that is necessary to fulfil our functions and to deliver our services effectively.
- Ensure robust systems and processes are in place which consistently meet privacy requirements, including for those experiencing family violence.
- Regularly assess the threats and risks to the effective protection of privacy, and as necessary, implement improvements to mitigate those risks.



Bob Cameron
Board Chairperson



Damian Wells
Managing Director

It is considered that this policy does not impact negatively on any rights identified in the *Charter of Human Rights and Responsibilities Act 2006*.