

Unique Identifiers

We do not use unique identifiers unless it is necessary to enable us to carry out our functions efficiently.

“Unique identifiers” are identifiers (usually a number) used to identify individuals uniquely.

Anonymity

We support your right to remain anonymous in your transactions with us. Where it is possible to do so, we will give you the option of dealing with us anonymously.

“We support your right to remain anonymous in your transactions with us. Where it is possible to do so”

Transborder Data Flows

We do not currently transfer your personal information outside of Victoria. If we need to transfer personal information outside of Victoria, we will ensure appropriate privacy safeguards are in place and that the disclosure takes place in, accordance with the requirements of the Act.

Sensitive Personal Information

We do not usually collect sensitive information. If we do, it will be with your consent or as otherwise authorised by the Act.

Complaints

The Act provides you the opportunity to make a complaint if you believe we have breached your privacy. If you believe a breach has occurred, please do not hesitate to contact us and we will endeavour to resolve your complaint.

If you are not happy with our response, you may complain to the Victorian Privacy Commissioner. The Commissioner has the power to investigate and conciliate your complaint.

Further information

For further information about our Privacy Policy, please contact us.

Privacy Officer
Melbourne Water
100 Wellington Parade
East Melbourne 3002

Telephone 131 722

Facsimile (03) 9235 7200

Email privacy@melbournewater.com.au

For further information about Melbourne Water, please visit our website at:

www.melbournewater.com.au

Melbourne Water Privacy Policy: Protecting your information privacy

ISBN 978-1-921911-09-5

ISBN 978-1-921911-10-1

Designed by Principle Design

© Copyright 2011

Melbourne Water Corporation. All rights reserved.

Melbourne Water is owned by the Victorian Government.

We, at Melbourne Water manage Melbourne's water supply catchments and remove and treat most of Melbourne's sewage. We also manage waterways and Melbourne's major drainage systems.

Three independent retail water companies provide local water and sewerage services to consumers.

We are committed to conserving Melbourne's precious water resources. We are also committed to protecting and improving our waterways, bays and the marine environment.

We only collect and handle personal information in order to carry out our functions and activities.

We are dedicated to protecting the privacy of the personal information we collect from you and the wider community.

The Information Privacy Act 2000 (Vic) requires that we collect and handle personal information in a responsible manner.

This Privacy Policy provides you with a summary of our approach to information privacy. It also summarises how we will comply with our obligations under the Act.

Information Privacy Principles

The Act contains ten information privacy principles that provide a framework for the collection and handling of personal information. The privacy principles outline how we will comply with these principles.

Collection

We only collect personal information necessary for the performance of our statutory or corporate activities.

This information can consist of names, addresses, telephone and/or fax numbers or email addresses.

We do not collect more personal information than is necessary and we collect information in a lawful and fair manner.

Wherever possible, we will collect personal information from you directly, whether by letter, telephone, fax, email, in person or via our website. We will endeavour to provide you with a "collection notice" when we collect your personal information. This means that we will provide you with information about our collection and handling of your personal information.

Sometimes it may be necessary for us to collect personal information about you from third parties. If it is not practicable for us to collect this information from you directly, we will take reasonable steps to ensure you are aware of the collection.

We may also use third parties to collect and handle personal information on our behalf. When we engage others to undertake services or activities on our behalf, the contract or agreement will include an assurance that your privacy will be protected.

Use & Disclosure

We only use or disclose personal information for the primary purpose for which it was collected. For example, to respond to a query or to provide a service. Sometimes, we may need to use or disclose personal information for a secondary purpose. We will only do this with your consent or where legislation otherwise authorises the use or disclosure.

Data Quality

We will take reasonable steps to make sure the personal information we collect, use or disclose is accurate, complete and up to date.

Data Security

We are committed to holding your personal information securely. We will take reasonable steps to destroy or de-identify personal information if it is no longer needed and if the law permits us to do so.

"Wherever possible, we will collect personal information from you directly whether by letter, telephone, fax, email, in person or via our website"

Openness

We are committed to openness and transparency and we welcome queries about our Privacy Policy. If you have any questions or suggestions about our Privacy Policy, please contact us on 131 722.

Access and Correction

The Act provides you with certain rights to access and correct your own personal information. If you wish to access or correct your personal information you should write to Melbourne Water's Privacy Officer (see contact details below). We will deal with your query promptly and under the appropriate legislation.

Please note, under some circumstances we are not obliged to grant access to your personal information. For example, in some cases the disclosure of your personal information would prejudice the law enforcement functions of Melbourne Water or any other law enforcement agencies.