

How we handle your personal information

We appreciate the importance of protecting your personal information and recognise the trust placed in us when you supply your personal information to us. We are bound by the National Privacy Principles ("NPPs") under the Privacy Act 1988 (Cth) ("Privacy Act") in the way that we handle personal information (including health information). We are also bound by the Health Privacy Principles ("HPPs") under the Health Records Act 2001 (Vic) ("Health Records Act") in the way that we handle health information. In addition, we are bound to comply with the Information Privacy Principles ("IPPs") contained in the Information Privacy Act 2000 (Vic) ("Information Privacy Act") in relation to the way that we handle personal information (excluding health information) where required by a contract with a State government body. To comply with the NPPs, HPPs and IPPs and in recognition of your trust in us, we have implemented a privacy charter. This charter explains how we handle personal information relating to individuals, whether or not they are customers. Nothing in this charter limits any of our other obligations at law.

Terminology

In this charter the expressions "we", "us" and "our" are a reference to South East Water Ltd ABN 89 066 902 547.

In this charter the expression:

"**health information**" refers to information or an opinion about the physical health of an individual or a disability of an individual;

"**personal information**" refers to information or an opinion (including health information and sensitive information) about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion; and

"**sensitive information**" refers to information about an individual's professional or trade membership, criminal record and health information.

Interpreter service

لخدمات الترجمة الشفهية اتصلوا على الرقم 9209 0126. بالنسبة لأجهزة الهاتف التي لا تعمل بواسطة الضغط على الأزرار اتصلوا على الرقم 9209 0129.

傳譯服務請致電9209 0122。非按鍵音頻電話請致電9209 0129。

Za usluge tumača, nazovite 9209 0127. Za one sa telefonskim aparatom sa brojanikom, broj brzoglasa je 9209 0129.

Για διερμηνεία τηλεφωνήστε στο 9209 0120. Εάν έχετε παλιά τηλεφωνική συσκευή στο 9209 0129.

Per il servizio interpreti chiamare il 9209 0121. Per i telefoni non a tastiera (non touch phone) chiamare il 9209 0129.

若需传译服务，请电9209 0124。若使用非按键式电话，请电9209 0129。

За преводилачке услуге назовите 9209 0128. Ако имате телефон на којем се okreћу бројеви, назовите 9209 0129.

Para comunicarse con el servicio de intérpretes, llame al 9209 0125. Desde un teléfono que no sea de teclas (*touch-tone*), marque el 9209 0129.

Muốn sử dụng dịch vụ thông dịch xin gọi số 9209 0123. Đối với máy điện thoại quay số xin gọi số 9209 0129.

For all other languages, please call **9209 0129**.

South East Water Limited

ABN 89 066 902 547

Faults & Emergencies: 132 812

General Enquiries: 131 694

Account Enquiries: 131 851

Email: info@sewl.com.au

Website: www.southeastwater.com.au

20 Corporate Drive, Heatherton VIC 3202 Australia

Postal Address: PO Box 1382 Moorabbin VIC 3189



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Privacy charter



Information collection

We only collect personal information to the extent that this is necessary for one or more of our following activities:

- (1) the provision of water, sewerage, trade waste and plumbing services;
- (2) the promotion and sale of water related, water conservation and plumbing products and services;
- (3) the provision of charge collection, call centre and other services to third parties including, without limitation, collecting the parks charge for the responsible Minister and collecting the drainage charge for Melbourne Water;
- (4) the distribution of educational material and general information relating to our activities, water conservation and related matters;
- (5) market research in relation to the products and services referred to in paragraphs (a) and (b) above; and
- (6) the recruitment, employment or engagement of employees or contractors.

We are required to collect some personal information by taxation and occupational health and safety laws.

We only collect health information and other sensitive information with the consent of individuals concerned unless we are otherwise permitted to collect the information under the Privacy Act, Health Records Act or Information Privacy Act.

The types of personal information, which we may collect and hold for our activities include, without limitation, an individual's name, address, telephone number, facsimile number, email address, age, date of birth, driver's licence details, credit card information, pension card number, health conditions and disabilities.

We may collect personal information from you in a variety of ways including, without limitation, on forms; questionnaires and surveys; over the telephone; or person to person.

We may collect deidentified information through our website, including the dates and times you access our website, the domains from which you visit, your activity in our website and Internet Protocol addresses. This information is sometimes called "clickstream data". We may use this data to analyse trends and statistics in order to improve the service we provide through our website. We collect this information through the use of various technologies, including "cookies". A cookie is a text file that our website sends to your browser which is then stored on your computer as an anonymous tag that identifies your computer, but not you, to our services. You may set your browser to disable cookies. However, some parts of our website may not function properly if cookies are disabled. Some pages on our website and emails created by our website may also contain a "web beacon". A web beacon is a clear-pixel image which enables us to monitor your Internet activity. When you view a page that contains a web beacon, a deidentified notice of the visit is generated which is processed by us. A web beacon usually works in conjunction with a cookie. If you disable cookies, a web beacon will be able to

generate an anonymous notice of the visit but which cannot be associated with the information contained in cookies.

If the information we request for the provision of goods or services is not provided to us, we may not provide the goods or services to the person requesting them.

Information use and disclosure

We will not use or disclose personal information that we collect for any secondary purpose other than the primary purpose of collection without your consent unless:

- (1) the secondary purpose is related to the primary purpose (directly related if health information or other sensitive information) and you would reasonably expect us to use or disclose the information for that secondary purpose;
- (2) in the case of direct marketing not related to our activities, we have obtained your prior consent (unless it is not reasonably practicable to seek your consent and we otherwise comply with the requirements of the Privacy Act); or
- (3) the use or disclosure is otherwise permitted under the Privacy Act, Health Records Act or Information Privacy Act.

You may, at any time, request us not to provide you with any further publications by contacting us on the details below. This excludes information about changes to our terms and conditions for the supply of goods or services; questionnaires; and other important information about water, sewerage and trade waste services.

By using our website you will be deemed to consent to us using your personal information collected by our website for the following purposes:

- (1) notifying you about our existing or new water, sewerage, trade waste and plumbing products and services;
- (2) market research in relation to the products and services referred to in paragraph (1) above;
- (3) the distribution to you of educational material and general information relating to our activities, water conservation and related matters; and
- (4) monitoring your use of our website.

If you use our website, but do not consent to the use of your personal information for any purpose specified above in paragraph (1), (2) or (3), then please contact us at the address below. This excludes use of your personal information to provide you with information about changes to terms and conditions; questionnaires; and other important information about water, sewerage and trade waste services.

In providing you with goods or services or third parties with services, we may need to disclose your personal information to certain third parties including, without limitation, our contractors assisting in the provision of the goods or services, your representatives and agents, credit reporting agencies, Melbourne Water, the responsible Minister and the Environment Protection Authority.

Employee information

This charter does not apply to our acts and practices involving an employee record held by us and directly related to a current or former employment relationship between us and the employee concerned other than an employee record containing health information.

Data security

We will take reasonable steps to protect the personal information, which we hold 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. Although we strive to protect such information, we do not warrant the security of any information that we transmit to you or you transmit to us over the Internet and you transmit such information at your own risk.

Openness

From time to time, we may change our charter on how we handle personal information, or the types of personal information we hold. Any changes to our charter will be published on our website. You may obtain a copy of our current charter from our website or by contacting us on the details below.

Access, correction and further information

We will provide you with access to your personal information held by us, unless we are permitted under the Privacy Act, Health Records Act or Information Privacy Act to refuse to provide you with such access.

We will take reasonable steps to correct personal information held by us that is not accurate, complete and up to date or that is misleading.

Please contact our Privacy Officer as set out below if you:

- (1) wish to have access to the personal information which we hold about you;
- (2) consider that the personal information which we hold about you is not accurate, complete and up to date or that the information is misleading; or
- (3) require further information on our personal information handling practices.

Our Privacy Officer may be contacted by telephone on (03) 9552 3674 or fax (03) 9552 3693 or email at info@sewl.com.au, marked to the attention of the Privacy Officer.