



## PRIVACY

WE MAKE YOUR PRIVACY  
OUR PRIORITY



### Your privacy at Hunter Water

- ⇒ Hunter Water has voluntarily elected to comply with the *Privacy and Personal Information Protection Act 1998* which covers how your personal information is managed.
- ⇒ We also comply with the *Health Records and Information Privacy Act 2002* which is about how your health information is managed.
- ⇒ We have a Privacy Management Plan that explains in detail how we manage and protect your personal and health information. This Privacy Fact Sheet provides a summary of this plan.

#### What is personal information?

Personal information is any information that identifies you and includes:

- a written record which may include your name, address, bank account details, email address, phone number, tax file number.
- photographs, images, video or audio footage of our customers or our people.

#### What is health information?

Health information is a specific type of 'personal information' which may include information about your physical or mental health or disability and includes:

- information about a customer who uses a health aid that requires water supply, such as a haemodialysis machine, or
- information about a disability, injury or illness of a member of our workforce.

### How do we collect your personal or health information?

#### Hunter Water will:

- collect it by lawful means
- collect it from individuals directly (we may collect it from someone else, but only in certain circumstances)
- collect it in a number of ways, including:
  - phone or in person
  - email or in writing
  - customer surveys
  - job applications
  - field visits
  - website, online forms and web chat
  - social media via private chat function.

### What can you expect when you provide personal or health information to us?

#### Hunter Water will:

- tell you at the time the information is collected, or as soon as practicable afterwards:

- the fact that it is being collected
- the purpose of collection
- what we will do with it and who will be able to see it
- how you can access it and make any corrections or amendments to it
- take reasonable steps to make sure it is relevant to our functions, is not excessive, and is accurate, up to date and complete
- only collect it if it is directly related to and reasonably necessary for the delivery of our services to customers and the community, including the management of our workforce for this purpose.

## How do we store your personal and health information?

### Hunter Water will:

- apply business assurance processes to store it securely
- have systems to protect and secure it from unauthorised access and misuse
- keep it only for so long as is necessary
- securely dispose of it.

## What can you do if you want to access or change your personal or health information?

### Hunter Water will:

- provide you with access to your own personal or health information without excessive delay or cost
- allow you to change it.

## How will we use your personal or health information?

### Hunter Water will:

- only use it for the purpose it was collected unless:
  - you have given consent for us to use it for another purpose
  - the purpose of use is directly related to the purpose for which it was collected
  - its use is reasonably necessary to prevent or lessen a serious and imminent threat to any persons' health or safety
  - an exemption applies (see Privacy Management Plan for a detailed list of exemptions).
- We will take reasonable steps to make sure that the personal or health information is relevant, accurate, up to date and complete before using it.

## When will we disclose your personal or health information outside of Hunter Water?

### Hunter Water will:

only disclose your personal or health information where:

- we have your consent
- you were informed at the time of collection that this may occur
- the disclosure is directly related to the purpose for which it was collected and we have no reason to believe you would object to us disclosing it in such a way
- the disclosure is necessary to prevent a serious and imminent threat to any person's health or safety
- we are required or authorised to do so by law (see Privacy Management Plan for a detailed list of examples) or
- third parties are engaged by us to assist us to provide services and perform our business as usual processes (such as providing IT, marketing, auditing, construction, maintenance and other support services).

If we hold sensitive personal information about you, this will only be disclosed with consent or if it is necessary to prevent a serious and imminent threat to someone's health or safety.

## Privacy enquiries and complaints

You can contact our Hunter Water Privacy Officer:

Email: [hunterwaterprivacy@hunterwater.com.au](mailto:hunterwaterprivacy@hunterwater.com.au)

Phone: 1300 657 657

Post: The Privacy Officer  
Hunter Water  
PO BOX 5171  
HRMC NSW 2310

## Where can you get more information about your privacy?

You can contact the NSW Privacy Commissioner at the Information & Privacy Commission:

Email: [ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au)

Post: GPO Box 7011 Sydney NSW 2001

Phone: 1800 472 679 Fax: 02 8114 3756

Website: [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)

Hunter Water  
ABN 46 228513 446  
Customer enquiries 1300 657 657  
[enquiries@hunterwater.com.au](mailto:enquiries@hunterwater.com.au)  
[hunterwater.com.au](http://hunterwater.com.au)