

PRIVACY STATEMENT

Overview

The new *Privacy and Data Protection Act 2014* enables the Victorian Commissioner for Privacy and Data Protection to establish a single privacy and data protection framework with security standards to be developed and applied to most public sector agencies. It maintains the ten 'Information Privacy Principles' from the previous Act. It also allows for government departments and portfolio agencies to seek the Commissioner's approval for a public interest determination, or a temporary public interest determination or an approved information usage arrangement. Where approved, these provide approval to depart from certain information privacy principles for a specific purpose and limited time frame, if the Commissioner is satisfied it is in the public interest to do so. The *Health Records Act 2001* continues to regulate personal health information in Victoria.

Requirements of policy

The attached Privacy and Data Protection Policy:

- provides for the responsible collection and handling of personal information across the water business (s1);
- includes a statement of compliance to the Information Privacy Principles (s20);
- states that the Commissioner is responsible for developing the Victorian protective data security framework and may issue protective data security standards (s85);
- states that water businesses and its employees will not act nor engage in a practice that contravenes a protective data security standard in respect of data collected, held, managed, used, disclosed or transferred by us and in respect of data systems kept by us (s88(2)); and
- includes a statement on the existence of a protective data security plan. This plan must:
 - address the protective data security standards (s89); and
 - be reviewed if there is a significant change in the operating environment or security risks relevant to the water business or at least every 2 years (s89(4)).

Privacy collections statement

All water businesses should update their Privacy Collection Statement or prepare one. To assist, DELWP has developed a **Privacy Collection Statement Builder**, which water businesses can use to prepare a compliant Privacy Collection Statement. It is available from **On Board** in the [Privacy](#) support module.

An example Privacy Collection Statement is provided below:

iota Services Pty Ltd is committed to protecting personal information provided by you in accordance with the principles of the Victorian privacy laws. The information you provide will be used to provide water, sewer and plumbing related services and will generally be made available to employees/contractors to allow services to be provided to you. If the requested information is not provided, iota Services Pty Ltd will be unable to process your request/application. You may access the information you have provided to iota Services Pty Ltd by emailing us at info@iota.net.au.

Privacy Charter (Outwards looking)

Each water business may choose to develop a Privacy Charter. This will help explain to customers how we handle personal information and is a plain English version of the Information Privacy Principles (schedule 1 of the Act).

Privacy procedure (Inwards looking)

Each water business may choose to develop a Privacy Procedure. This will guide employees when handling personal information.