



**HARVEY WATER**

## **PRIVACY POLICY**

Harvey Water recognizes and values the protection of your personal information. Harvey Water is governed by and observes the requirements of the National Privacy Principles contained in the *Privacy Act 1988 (Cth)*. Harvey Water has implemented this policy to describe the means of collection, use, storage and access of any personal information received by Harvey Water from you.

### **Personal Information Collected**

We collect only personal information that is necessary for our functions and activities. Giving this information to us is optional, however, if you do not provide it we may not be able to contact you or give you access to certain services.

Generally, we try to collect personal information directly from you, however there are certain situations in which we may collect personal information about you from someone else. In either case, we will take reasonable steps to ensure that the informant is aware of the purposes for which the information is being collected.

The types of personal information that we may collect are:

1. Property details which may include Certificate of Title
2. Details pertaining to the Share Register including voting members
3. Records relating to business conducted with Harvey Water
4. Personal records including Curriculum Vitae (CVs)
5. Consultants' and Contractors' details including Tender applications and insurance details
6. Business Cards

In certain circumstances we may collect sensitive information. We will collect this type of information only with your consent or otherwise in accordance with the law.

### **Use and Disclosure**

We will generally use and disclose your personal information for the purpose of maintaining and updating:

1. the South West Irrigation Cooperatives Share Register
2. the Customer Information Service
3. the Ordering Service information (OSI)

We have also set up a Voluntary Register to help buyers and sellers of water to get in touch with one another. Registration is entirely voluntary and all buyers and sellers have access to the information in the Register.

If we wish to disclose any personal information collected from you for reasons other than those mentioned above we will endeavour to obtain your consent before doing so.

We may otherwise use or disclose your personal information where required or authorized by law, which may include emergency situations and assisting law enforcing agencies.

### **Our responsibilities**

When submitting information to us, you may be asked to register your details in a content application form. We may supply you with a user name and password so that you can access our on-line services. You are solely responsible for maintaining the secrecy of your user name and password.

### **Accessing and updating your personal information**

We take reasonable steps to make sure that the personal information we collect, use and disclose is accurate, complete and up-to-date. The Administration/Customer Service Officer continually reviews the database and makes amendments when we:

1. receive notification of the Transfer of Shares and Corresponding Water Entitlement
2. receive notification requesting changes relating to your current details including your property, Billing Entity or Supply Points.
3. contact you to obtain your current details.

All individuals are provided access to their information upon their request. If you wish to access, correct or delete any information we hold about you, please contact us using the "Contact Details" set out below.

### **Security of personal information**

We take reasonable steps to protect all of the personal information we hold from misuse and loss and from unauthorized access, modification or disclosure.

Please keep in mind that no information transmitted over the Internet can be guaranteed to be 100% secure. However where information is stored as hard copy, the information will be maintained by staff either in a locked filing cabinet or in other filing cabinets accessed by our authorised personnel.

### **Contact Details**

If you have any questions or feedback about privacy, or wish to make a complaint about the way in which we have handled your personal information, please contact us as set out below.

*Harvey Water*

PO BOX 456

HARVEY WA 6220

Phone: (08) 9729 0100

Fax: (08) 9729 0111

E-mail: [admin@harveywater.com.au](mailto:admin@harveywater.com.au)