

Information Privacy Policy

Purpose

The purpose of this policy is to advise you how Urban Utilities collects, uses and stores your Personal Information for business related purposes.

This policy also outlines our commitment to complying with our obligations under the Information Privacy Act and the Information Privacy Principles.

Applicability of policy

This is a strategic policy, which is for internal and external use and will be made available on our external website. This policy commences from the date approved by the Board.

Scope

This policy applies to all Personal Information that we currently hold, or may in the future hold, including that of our customers and employees.

Related legislation

- Information Privacy Act 2009 (Qld)
- Public Records Act 2002 (Qld)
- Public Sector Ethics Act 1994 (Qld)
- Right to Information Act 2009 (Qld)

Policy statement

Urban Utilities was established under the *South-East Queensland Water (Distribution and Retail) Act 2009* (Qld) on 1 July 2010. We provide water and sewerage services to the Brisbane, Ipswich, Lockyer Valley, Scenic Rim and Somerset local government areas.

We are committed to protecting the privacy of our customers and employees and do so in accordance with our obligations under the Information Privacy Act and this policy.

Definitions

Information Privacy Act means *Information Privacy Act 2009* (Qld).

Information Privacy Principles means the Information Privacy Principles set out in Schedule 3 of the Information Privacy Act.

Personal Information means ‘information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion’ as defined in section 12 of the Information Privacy Act.

Public Records Act means *Public Records Act 2002 (Qld)*.

Right to Information Act means the *Right to Information Act 2009 (Qld)*.

Collection of your personal information

What Personal Information do we collect?

When you request or receive a product or service from us, for example the supply of water and sewerage services, we may collect Personal Information from you to enable us to provide you with that service. We may also collect Personal Information for employment related purposes. This Personal Information can include:

- Name
- Address - postal and street
- Contact details - telephone number and email address
- Bank details
- Details of the number of people living in your property
- Medical information i.e. if you have a special need that we need to be aware of such as use of a dialysis machine
- Any other information that may be necessary in order to provide you with our products or services
- Statistical data relating to your use of our website or social networking sites

How do we collect Personal Information?

We collect your Personal Information in the following ways:

- Directly from you via phone, email or in writing
- Indirectly through your use of our products or services or employment relationship
- From any third parties that are associated with our products and services
- From information sources that are publicly available
- Indirectly or directly from you when you visit, transact through, or otherwise use our website or social networking sites i.e. Facebook and Twitter

We take all reasonable steps to ensure that we only collect Personal Information that is relevant to the purpose for which it is collected.

Why do we collect Personal Information?

We may need to collect your Personal Information in order to provide you with our water and sewerage products or services, or for employment related purposes, for example:

- So that we are able to verify your identity when you contact us
- To provide our products and services to you
- To provide information to you about our products and services
- To process your enquiries i.e. to address any queries, feedback or complaint that you may raise with us
- To process payments
- To recover monies owed to us
- To comply with any of our legal obligations
- To conduct our maintenance activities and attend to any safety or emergency issue
- To conduct customer and market research for use within Urban Utilities to help improve our services or develop new products
- To process a job application or as part of your employment relation with us
- For de-identified statistical analysis purposes

We will take all reasonable steps to make sure that you are aware of the reason why we are collecting your Personal Information and how this information will be used.

Disclosure of your personal information

We understand that the protection of your Personal Information is important so we will only disclose your Personal Information in certain circumstances, including:

- If you agree to the disclosure
- To a third party if it is necessary as part of our employment relationship or in order to provide you with your water and sewerage services or other related purposes. In doing so, we will take all reasonable steps to ensure that the third party protects your Personal Information in accordance with our privacy obligations or is governed by privacy principles substantially similar to our privacy obligations
- If we are required to do so by law i.e. to law enforcement agencies such as the State and Federal Police, pursuant to a court or tribunal order or if authorised or required under a law such as the Right to Information Act
- To resolve any complaints we may receive from dispute resolution organisations such as the Energy and Water Ombudsman Queensland
- If we are required to do so for audit purposes by the Queensland Audit Office

- If the Personal Information has been requested by a managing agent or solicitor who has been instructed to act on your behalf
- If there is a danger of injury or loss of life
- If otherwise allowed or provided for under the Information Privacy Act

How do we store your personal information?

We are required to store your Personal Information in accordance with our legal obligations under the Information Privacy Act and the Public Records Act.

Your Personal Information may be stored in record management systems, payroll systems, financial management systems and electronic databases or secure storage facilities, depending on the reason why we have collected that information.

Your Personal Information is retained for as long as is necessary in order for us to comply with any applicable record retention laws, or as otherwise necessary for insurance, governance, legal or financial purposes.

How do we secure your personal information?

QUU takes reasonable steps to ensure your Personal Information is protected from misuse, loss, unauthorised access, modification and disclosure.

Some of the security measures we use include:

- Firewalls
- Secure work, server and closed network environments
- Encryption
- Regular backups of information
- Access control

The security of your information is also dependent on your own measures to protect your email addresses and passwords from disclosure and unauthorised use.

How do I access and update my personal information?

How do I access my Personal Information?

If you wish to access your Personal Information please contact our Right to Information Officer using the details below.

How do I update my Personal Information?

We take reasonable steps to ensure that the Personal Information we collect, use or disclose is accurate, complete and current. If any of your Personal Information changes or you believe it is inaccurate, please contact us on 13 26 57 so that we can update our records.

To access or update your Personal Information you will be asked to confirm your identity before we action your request.

Related documents

- Queensland State Archives General Retention and Disposal Schedule for Administrative Records (QDAN249 v.7)
- Queensland Government Local Government Sector Retention and Disposal Schedule

Contact information

If you have any questions or wish to discuss a privacy issue, please contact our Right to Information Officer by email at UrbanUtilities.Information@urbanutilities.com.au or in writing to:

Urban Utilities
Attention: Right to Information Officer
GPO Box 2765
Brisbane QLD 4001

You can find more information on privacy at the Office of the Information Commissioner Queensland website <https://www.oic.qld.gov.au/>.

Review date

This policy will be reviewed every 2 years or in accordance with changes to relevant legislation or business objectives.

Authorising officer

The Urban Utilities Board