

Information Privacy Policy

Purpose

The purpose of this policy is to advise 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 the Policy

This is a strategic policy, approved by the Board for internal and external use.

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).
- *Human Rights Act 2019* (Qld).
- *South East Queensland Water (Distribution and Retail Restructuring 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.

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 product or service or to improve the way in which we provide the product or 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, mobile phone 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.
- Visual images captured through our CCTV networks.
- Statistical data relating to your use of our website or social networking sites.
- Any other information that may be necessary in order to provide you with our products or services.

How do we collect Personal Information?

We collect your **Personal Information** in the following ways:

- In order to set up accounts for new customers, personal information from the Form 24 completed during property settlement is automatically transferred to us from the Queensland Titles Registry. This transfer occurs pursuant to section 99AX of the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* (Qld).
- Directly from you via phone, email or in writing.
- Indirectly through your contact with us or your use of our products or services.
- Directly or indirectly from you during the course of the 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 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.
- To ensure the security and integrity of our property, assets, infrastructure and networks.
- To comply with any of our legal obligations.

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.

Use of your Personal Information

We will only use your **Personal Information** in the following limited circumstances:

- To provide you with our products or services, or for a directly related purpose.
- For another purpose, if you have agreed to the use.
- In emergencies to protect your or another person's life, health, safety or welfare; or to protect public health safety or welfare.
- If we are allowed or required to use your **Personal Information** under a law, such as the **Right to Information Act**.
- To assist law enforcement (such as the State and Federal Police) with the prevention, detection, investigation, prosecution or punishment of a crime or breach of law or a court proceeding or order.
- Deidentified information, for statistical or analytical purposes if it would be of interest to the general public.
- For the marketing of Urban Utilities products or services only, unless you have advised us that you do not wish to receive marketing communications.

Examples of how we use your personal information

- To distribute bills to you via post or email.
- To contact you (ie. via SMS to your mobile number) if your bill is overdue.
- To contact you via phone or email to discuss a complaint or to ensure the accuracy or currency of your contact details.

We may use any method to contact you that we have on record. If you are not satisfied with any of these methods, please contact us to change your preferences.

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 allowed or required to use your Personal Information under a law, such as the Right to Information Act.
- To assist law enforcement (such as the State and Federal Police) with the prevention, detection, investigation, prosecution or punishment of a crime or breach of law or a court proceeding or order.
- 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.
- In emergencies to protect the life, health, safety or welfare of you or another person, or to protect public health safety or welfare.
- 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 for insurance, governance, legal or financial purposes or in order for us to comply with any applicable record retention laws.

How do we secure your personal information?

Urban Utilities 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 taken 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 Privacy and Right to Information Officer using the details below.

For more information on Right to Information requests, visit our website at urbanutilities.com.au/about-us/corporate-information/right-to-information.

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, including by reaching out to you through any contact method we have on our files, in order to verify your **Personal Information**. If your circumstances or any of your **Personal Information** change or you believe it is inaccurate, please contact us as soon as possible 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.

Contact Information

If you have any questions or wish to discuss a privacy issue, please contact our Privacy and Right to Information Officer.

By email at:

UrbanUtilities.Information@urbanutilities.com.au

In writing to:

Urban Utilities
Attention: Privacy and 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 www.oic.qld.gov.au.

Definitions

Information Privacy Act means the *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 the *Public Records Act 2002* (Qld).

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

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.
- PRO714 Identifying and Addressing Human Rights Issues

Review Date

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

Authorising Officer

Urban Utilities Board