Information Privacy Policy

Policy

# Purpose

This policy outlines how Urban Utilities manages personal information and complies with its obligations under the *Information Privacy Act 2009* (Qld), including the privacy principles.

# Applicability of the Policy

This is a Board-approved policy for internal and external use. This version of this policy takes effect from 1 July 2025.

# Scope

This policy applies to all personal information that we currently handle, or may in the future handle, including that of our customers and workers.

# Related Legislation

* *Information Privacy Act 2009* (Qld)
* *Public Records Act 2023* (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 is committed to protecting the privacy of our customers, workers and any other individual who we interact with, recognising that respect for individuals’ privacy is essential for their safety, wellbeing and self-determination.

Collection of your Personal Information

***What personal information do we collect and why?***

Urban Utilities collects personal information in order to conduct its business as a water and sewerage provider under the *South East Queensland Water (Distribution and Retail Restructuring) Act 2009* (Qld). Urban Utilities routinely collects information which may include personal information, relating to our customers and community, workers and visitors.

Customers and Community

We collect personal information from customers, members of the community and their authorised representatives to provide products and services; to respond to enquiries; for identity and verification purposes; to process enquiries, complaints and applications; to process bill payments and to recover monies owed to us or to process refunds; to conduct both emergency and planned maintenance activities on our network; to manage access to our network and development activities; to manage health, safety, security and other legislative requirements and to conduct customer and market research for use within Urban Utilities to help improve our services or develop new products.

The personal information collected for these purposes includes names, addresses, photographs, contact and billing details; licences, certifications, qualifications and professional memberships for individuals accessing our network; water consumption and other data related to property ownership or occupancy; relevant personal circumstances (eg, water-reliant medical conditions); voice recordings via our phone lines; statistical data relating to use of our website or social networking sites; and other information individuals or their authorised representatives choose to provide to us when they contact or interact with us.

Workers

We collect personal information from job applicants, employees, contractors, suppliers and their authorised representatives for the purposes of conducting recruitment activities, managing employment and contractual relationships and managing health, safety, security and other legislative requirements.

The personal information collected for these purposes includes names, addresses, contact and financial details (including tax file numbers, bank account details, labour costs and pay rates); work history and relevant personal circumstances including medical conditions, vaccination history, drug and alcohol test results and criminal check results; information related to leave applications and emergency contact information; relevant licences, certifications, qualifications and memberships; site attendance, system and vehicle usage data; and other information individuals or their authorised representatives choose to provide to us during their relationship with us.

Visitors

We collect personal information from individuals who attend our sites and facilities, for the purposes of managing health, safety, security and other legislative requirements and administering contractual agreements with our suppliers.

The personal information collected for these purposes include names, addresses and contact details; images and signatures captured through our CCTV networks and visitor sign-in facilities; relevant licences, certifications, qualifications and vaccination and other medical history, and other information individuals or their authorised representatives choose to provide to us when they contact or interact with us.

***How do we collect personal information?***

We take all reasonable steps to ensure that we only collect personal information in a lawful manner, including that is relevant to the purpose for which it is collected and, where practicable, we will notify you when we collect information about you from a third party. We collect personal information:

* directly from individuals or their authorised representatives via phone, email, in person or in writing;
* indirectly through individuals’ contact with us or their use of our products, services, facilities, websites, social networking sites, systems or assets;
* from information sources that are publicly available;
* from third parties, including other agencies and our suppliers; and
* as otherwise required or authorised by law.

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).

Use of your Personal Information

We will only use your personal information in the following limited circumstances:

* for the purposes that we collected it, or for another purpose, if (a) it is directly related to the purposes we collected it or (b) you have agreed to the use;
* if we consider it reasonably necessary to lessen or prevent a serious threat to life, health or safety;
* we have reason to suspect that unlawful activity or misconduct of a serious nature is being or may being engaged in;
* where information has been deidentified and is being used for statistical or analytical purposes; or
* if the use is otherwise authorised or required by law.

Disclosure of your Personal Information

Your personal information may be disclosed to our employees, agents or contractors as part of the ordinary course of business in order to provide services and manage our relationship with you. We take all reasonable steps to ensure that your personal information is protected and handled in accordance with our privacy obligations.

We may additionally disclose your personal information in the following limited circumstances:

* if you agree to the disclosure, including to individuals you have authorised to act on your behalf;
* if we consider it reasonably necessary to lessen or prevent a serious threat to life, health or safety;
* we have reason to suspect that unlawful activity or misconduct of a serious nature is being or may being engaged in;
* where information has been deidentified and is being used for statistical or analytical purposes; or
* if we are required to do so for audit purposes by the Queensland Audit Office;
* as otherwise authorised or required by law.

***Overseas disclosure***

Personal information is not routinely disclosed outside Australia. In limited circumstances, our suppliers may store personal information on servers located overseas. Where this is the case, Urban Utilities will take reasonable steps to ensure that it is protected and handled in accordance with privacy obligations.

Sensitive Information

Sensitive information is a special category of personal information which we handle with increased protections due to its sensitive nature. In addition to our standard personal information handling practices as otherwise described in this policy:

* We will only *collec*t sensitive information where:
  + you agree to the collection and it is reasonably necessary for, or directly related to, one or more of our functions or activities or
  + otherwise in accordance with law.
* We will only *use* or *disclose* sensitiv*e* information for a secondary purpose (ie, a different purpose to the reason it was originally collected) if:
  + you agree to the use or disclosure or
  + where you would reasonably expect us to use or disclose the information for the secondary purpose and the secondary purpose is directly related to the primary purpose for which the information was collected or
  + otherwise in accordance with law.

How do we store and secure your personal information?

Urban Utilities stores your information in our systems, databases and secure storage facilities.

We take reasonable steps to ensure your personal information is protected from misuse, interference, 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 and access controls. Where our suppliers store personal information on our behalf, we will take reasonable steps to ensure that it is protected and handled in accordance with privacy obligations.

Personal information is retained for as long as is necessary for us to conduct our business and in accordance with applicable record retention laws.

How do I update or access my personal information?

We take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and current.

If you are a customer or member of the community **(including past employees)** and your circumstances or any of your personal information changes or you believe it is inaccurate, please contact us as soon as possible on 13 26 57 so that we can update our records. **Current employees** can access internal systems and processes to update their information with us.

If you wish to apply for access to the personal information we hold**,** or make a formal request for amendment of your personal information, please contact our Right to Information and Privacy Team. For more information on Right to Information applications, visit our website at [urbanutilities.com.au/about-us/corporate-information/right-to-information](https://urbanutilities.com.au/about-us/corporate-information/right-to-information).

To access or update your personal information, you will be asked to confirm your identity before we action your request.

How can I make a complaint?

If you wish to make a complaint about the way we handle your personal information and our compliance with the privacy principles, please contact our Right to Information and Privacy Team in writing using the below details:

**Email:**

[UrbanUtilities.Information@urbanutilities.com.au](mailto:UrbanUtilities.Information@urbanutilities.com.au)

**Post:**

Urban Utilities

Attention: Right to Information and Privacy Officer

GPO Box 2765

Brisbane QLD 4001

If you need assistance to put your complaint in writing, customers and external individuals can contact us via 13 26 57 for support. Internal employees or contractors can contact their leader or the Right to Information and Privacy Team directly.

Your complaint must state an address that can be used to provide notices to you and must give details about the act or practice that you are complaining about. For more information about the privacy principles and our obligations under the Information Privacy Act, you can access the Office of the Information Commissioner’s website: <https://www.oic.qld.gov.au/>

How will Urban Utilities respond to my complaint?

Urban Utilities will formally respond to your complaint within 45 business days of receipt, or sooner where possible. We will prioritise our response to privacy complaints based on the urgency of the issue, and we take a proactive approach to improving our practices based on complaint feedback.

# Definitions

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| **Privacy Principles** | means the Privacy Principles set out in Schedule 3 of the Information Privacy Act. |
| **Personal Information** | means information or an opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not, as defined in section 12 of the Information Privacy Act. |
| **Sensitive Information** | means for an individual, means information or an opinion, that is also personal information, about the individual’s racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information about the individual, genetic information about the individual that is not otherwise health information, biometric information that is to be used for the purpose of automated biometric verification or biometric identification or biometric templates. |

# Related Documents

* Data Breach Policy

# 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