

# PRIVACY POLICY



Policy Number	BUS208	Version	2
		Approved by Board on	21 Sept 2016
Responsible Person	Chair	Scheduled review date	February 2019

## 1. INTRODUCTION

The Water Industry Operators Association of Australia (WIOA) is committed to protecting the privacy rights of all individual members or stakeholders. WIOA respects the privacy rights of individuals and through implementing this policy, seeks to comply with the Australian Privacy Principles outlined in the Privacy Amendment Act 2012 (Commonwealth).

## 2. PURPOSE

The purpose of this policy is to detail WIOA's commitment to and procedures for ensuring the ongoing privacy of members and stakeholders in relation to the collection, maintenance and use of personal information.

## 3. POLICY

WIOA is committed to protecting the privacy of personal information it collects, holds and administers. WIOA collects and administers a range of personal information for purposes including, but not limited to:

- Enabling the provision of a service and/or products
- Enabling the completion of a transaction as requested
- Allowing the provision of effective customer service
- Allowing the communication of other services, events and/or products.

WIOA recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by the organisation's core values and philosophies.

## 4. PRIVACY PRINCIPLES

The Privacy Act contains thirteen information privacy principles that provide a framework which imposes specific obligations when it comes to the collection and handling of personal information. WIOA's commitment to meeting the requirements of the principles is outlined below.

### 4.1 Openness and Collection of Solicited Personal Information

WIOA is committed to openness and transparency and welcomes queries about our Privacy Policy. If members or stakeholders have any questions or suggestions about WIOA's Privacy Policy, they are urged to contact WIOA on 03 5821 6744 or by email at [info@wioa.org.au](mailto:info@wioa.org.au)

WIOA will:

- Collect only personal information necessary for the performance of the organisation's primary function;
- This information can consist of names, addresses, telephone and/or fax numbers, email addresses, gender, qualifications held and date of birth.

- Only personal information that is necessary is collected and the information is collected in a lawful and fair manner.
- Wherever possible, personal information will be collected from members and stakeholders directly, whether by letter, telephone, facsimile, email, in person or via our website.
- WIOA will endeavour to provide members and stakeholders with a “collection notice” when collecting personal information. This means that information about our collection and handling of personal information will be provided.
- Sometimes it may be necessary to collect personal information about members or stakeholders from third parties. If it is not practicable to collect this information from members or stakeholders directly, WIOA will take reasonable steps to ensure members or stakeholders are aware of the collection.
- WIOA may also use third parties to collect and handle personal information on our behalf. When others are engaged to undertake services or activities on our behalf, the contract or agreement will include an assurance that the privacy of members or stakeholders will be protected.

#### **4.2 Anonymity**

WIOA supports the right of members or stakeholders to remain anonymous in their transactions with the organisation. Where it is possible to do so, members or stakeholders will be given the option of dealing with WIOA anonymously.

#### **4.3 Use & Disclosure**

WIOA will only use or disclose personal information for the primary purpose for which it was collected. For example, to respond to a query, to provide a service or to complete a transaction. Sometimes, personal information may need to be used or disclosed for a secondary purpose. This will only occur with the consent of the member or stakeholder, or where legislation otherwise authorises the use or disclosure.

#### **4.4 Sensitive Personal Information**

WIOA does not usually collect sensitive information. If it is collected, it will be with the consent of members or stakeholders, or as otherwise authorised by the Privacy Act.

#### **4.5 Unique Identifiers**

WIOA does not use unique identifiers unless it is necessary to carry out our functions efficiently. “Unique identifiers” are identifiers (usually a number) used to identify individuals uniquely.

#### **4.6 Data Quality**

WIOA will take reasonable steps to make sure the personal information collected, used or disclosed is accurate, complete and up to date.

#### **4.7 Data Security**

WIOA is committed to holding the personal information of members or stakeholders securely. Reasonable steps will be taken to destroy or de-identify personal information if it is no longer needed and if the law permits its disposal.

#### **4.8 Access and Correction**

Members or stakeholders have certain rights to access and correct their own personal information. If members or stakeholders wish to access or correct their own personal information, they should email or write to WIOA. All queries will be dealt with promptly and under the appropriate legislation.

#### **4.9 Complaints**

Members or stakeholders have the opportunity to make a complaint if they believe WIOA's action has breached the Privacy Policy. Any members or stakeholders that believe a breach has occurred, should not hesitate to contact the WIOA Privacy Officer and endeavours will be made to resolve each issue.

Privacy Officer  
WIOA  
PO Box 6012, Shepparton Vic 3632  
Tel (03) 5821 6744  
info@wioa.org.au

#### **5. AUTHORISATION**

A handwritten signature in black ink, appearing to read 'Jim Martin', with a small dot at the end.

Jim Martin  
Chairman

21 Sept 2016  
Water Industry Operators Association of Australia