

Access to personal information

You may at any time request access to the personal information that is collected or otherwise held or acquired by Coliban Water in relation to you, or request a more detailed outline of our policies with respect to the management of personal information in general, by contacting our Customer Support Team on **1300 363 200**.

Alternatively, you may submit an application for access to your personal information by email to privacyofficer@coliban.com.au or by addressing your request in writing to the Privacy Officer in accordance with the details provided on the back cover of this brochure.



Contact Coliban Water

- GENERAL ENQUIRIES** > 1300 363 200
- WEBSITE** > www.coliban.com.au
- EMAIL** > privacyofficer@coliban.com.au
- FACSIMILE** > 03 5434 1341
- POSTAL ADDRESS** > Coliban Water
PO Box 2770
Bendigo Delivery Centre
Victoria 3554
- OFFICE ADDRESS** > 37-45 Bridge Street
Bendigo Victoria 3550

Further information

Please visit our website www.coliban.com.au or call on 1300 363 200.

Privacy Statement

HOW THE INFORMATION PRIVACY ACT 2000 AFFECTS YOU, YOUR ACCOUNT DETAILS AND YOUR INTERACTION WITH COLIBAN WATER.



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1300 363 200
www.coliban.com.au

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Privacy and you

The *Information Privacy Act 2000* ('the Act') regulates how businesses – including Coliban Water – can collect, use and secure your personal information.

Coliban Water values our relationship with our customers, and recognises its position of trust in your household extends beyond providing you with excellence in water and wastewater services. You also trust us with your personal details on accounts and household matters. By following the Act and implementing our own privacy protection practices, Coliban Water will ensure all your personal information is secure.

Terminology

In this statement, the expressions 'we', 'us' and 'our' are a reference to Coliban Region Water Corporation. The expression 'personal information' is used in this Statement to refer to information or an opinion about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Nothing in this Statement in any way affects Coliban Water's other rights, obligations or powers or imposes any obligations on us with respect to commercial trade or other information that is not personal information under the Act.

This Statement outlines how the Act affects you, your account details and your interaction with Coliban Water.

Our policy on privacy

We are bound by, and committed to supporting, the Information Privacy Principles (IPPs). These principles form the basis of laws introduced to strengthen privacy protection for the general public. Our privacy policy complies with the IPPs and seeks to address any concern you may have about why we collect your personal information and to whom this information is disclosed.

Collecting personal information

We will receive and securely store the information you provide. The main purpose of collecting this information from you is to ensure, in accordance with relevant legislation, the provision of water and wastewater services. We use the information you provide to bill the correct household and/or property owner for these services. We also use the supplied information to ensure you receive appropriate and timely information on our services. From time to time we may use the information to conduct surveys of our customers in order to improve our services to you.

If you do not provide the full and complete information we request, this could result in us using inaccurate or out of date personal information, or limit our ability to provide you with the best possible service. In some cases, lack of correct information could cause your property to be disconnected.

Privacy and your account

We only provide customer account details to 'Authorised Persons'. An Authorised Person is a customer who is registered on Coliban Water records.

If your spouse, partner, or co-tenant is not listed as an 'Authorised Person' we will not be able to provide them with information about your account unless we have received your written authorisation to do so. The authorisation must include their name and address/contact details and their signature.

Your consent to collection, use and disclosure

By agreeing to take services provided by Coliban Water for the provision of water and wastewater, you will be deemed to consent to the collection, use and disclosure of any information provided in accordance with and for the purposes outlined in this Privacy Statement.

How we use and disclose your personal information

The information that you provide to Coliban Water will be used by us to offer, provide and continue to improve our services to you and our other customers.

We may also use the information you provide, in conjunction with information from other sources, for administrative, planning and reporting purposes related to providing customer services.

We will not, without your consent, use or disclose your personal information for any purpose unless it would reasonably be expected that such purpose is related to our primary function of providing water and wastewater services to your household, property, or business, or where such purpose is permitted or required by law.

