

Privacy Policy

Icon Water Limited (ABN 86 069 381 960) (“We/us/our”)

Your privacy is important to us, and we are committed to handling your personal information in accordance with the *Privacy Act 1988 (Cth)* (**Privacy Act**) and the Australian Privacy Principles (**APPs**) and other applicable laws. This Privacy Policy sets out why we collect your personal information and what we do with it, as well as your right to access and correct your personal information and make a privacy complaint.

The information we collect

We collect personal information that is reasonably necessary for us to provide you with the services you have requested from us, and to manage our obligations to you under any customer contract or applicable law. We will only collect your sensitive information if you have provided us with consent to do so, unless we are required to collect the sensitive information to prevent a serious threat to your life, health or safety, for example, life support information provided to us by ACT Health.

The information we collect and hold generally includes your name (and satisfactory evidence of identity), supply address, billing address and contact details (such as your phone number(s), fax number and/or email address).

However, we may also collect and hold other information required to provide services or assistance to you and manage the water and sewerage network, including your water consumption and metering, emergency contact details, sensitive information (for example, life support equipment at the premises) and information necessary to assess your creditworthiness.

How we collect your information

We may collect your information in various ways, including via telephone, our website, hard copy forms or email. Whenever you choose to deal with us directly, we will collect this information directly from you. However, there may be occasions when we collect your information from someone else. This may include:

- the Registrar General’s Office;
- representatives authorised by us (including ActewAGL Retail);
- our contracted service providers, agents or related entities; anyone you have authorised to deal with us on your behalf;
- where another person has requested a joint service with you; or
- where this is required or authorised under the *Utilities Act 2000 (ACT)* or another law.

How we use your information

We generally only use your personal information for the purpose for which it was collected by us, or for related purposes that you would reasonably expect. We will only use your personal information for another purpose with your consent, where the use is required or authorised by law, or otherwise in accordance with the Privacy Act and APPs.

Purposes for which we may use personal information include:

- responding to your inquiries;
- providing you with water and wastewater services and related assistance (for example, processing requests for services, managing connections and supply, communicating metering/usage and interruption information);
- maintaining/administering your account and processing payments you have authorised;

- communicating with you about works that may affect our infrastructure on or servicing your premises;
- processing your survey or questionnaire responses for the purpose(s) notified in the survey or questionnaire (where you have chosen to participate);
- for market research and programs so that we can improve our services and meet our customers' needs;
- providing you with marketing information regarding other products and services (of ours or of a third party) which we believe may be of interest to you, but not if you have opted out from receiving such information;
- reporting to our owners or their shareholders;
- quality assurance and training purposes; and
- any other purposes identified at the time of collecting your information.

You can opt out of receiving marketing information from us at any time.

How we disclose your information

We may disclose your information to our related entities and third parties who provide services to us or on our behalf, including:

- parties that help operate and maintain our infrastructure and assets;
- parties that manage customer accounts and billing;
- external IT service providers;
- infrastructure service providers;
- mailing houses and marketing companies;
- in the case of claims (or likely claims), assessors, repairers, builders and investigators;
- parties that assess creditworthiness or assist in recovery against you if you are in breach of your obligations;
- auditors, legal advisors and other professional service providers.

Other third parties to whom we may disclose personal information include:

- other utility service providers where necessary to cross check the accuracy of your contact details;
- other entities that may offer you related products or services if you have opted-in to receive such information;
- government bodies, regulators and law enforcement agencies.

If you sell or transfer your premises, we may disclose your current account balance and recent consumption information if requested by, or on behalf of, the purchaser to enable apportionment of the account on settlement.

Personal information may be disclosed:

- where this is for the purpose for which the information was collected by us; or
- for another purpose:
 - with your consent;
 - where required or authorised by law; or
 - where this is permitted under the Privacy Act and APPs.

Overseas disclosures

We may disclose personal information to certain contracted service providers located outside of Australia.

Further, certain Australian based contracted service providers (including ActewAGL Retail) may enter into arrangements with overseas providers from time to time.

We will take reasonable steps (e.g., contractual measures) to ensure that contracted service providers, and any subcontractors, comply with the APPs.

Security of your information

We take reasonable steps to ensure that the personal information we hold is protected from loss, unauthorised access, modification or disclosure, or other misuse.

For any payments you make via our websites, we use a recognised payment service provider that is required to take reasonable steps to protect your information.

We also take reasonable precautions to ensure that any information you provide to us through our websites is transferred securely from our servers to our mainframe computers, including by means of Secure Sockets Layer (SSL) protocols.

Access and correction

Access requests

You have a right to access personal information we hold about you. We will, on request, provide you with access to personal information we hold about you unless otherwise required or permitted by law. We will notify you of the basis for any refusal to allow you access to your information. We may ask you to complete a 'Personal Information Access Request Form' which can be found at iconwater.com.au/privacy and may charge you a reasonable fee for retrieving and sending the information to you.

Correction of your personal information

We take reasonable steps to ensure the information we collect and hold about you is:

- accurate, up-to-date and complete; and
- relevant to the purpose for which it is used or disclosed by us.

Please let us know as soon as possible if there are any changes to your information or if you believe the information we hold about you is not accurate, complete, up-to-date or is otherwise misleading.

You may also ask us to correct any personal information we hold that you believe is inaccurate, out of date, incomplete, irrelevant, or misleading. If we are satisfied that this is the case, we will take reasonable steps to make the requested correction. If we refuse to make a correction, we will take reasonable steps to place with the disputed information a statement indicating your opinion that the information is incomplete or inaccurate. It is helpful to us if you provide details to support your request.

Privacy complaints

If you have an inquiry or complaint relating to our Privacy Policy or compliance with applicable Privacy Principles, please contact us using the contact details below. You will need to provide us with sufficient details regarding your complaint, as well as any supporting evidence and/or information.

We will refer your inquiry or complaint to our Privacy Officer. They will, within a reasonable time, investigate the issue and determine the steps that we will undertake to resolve any complaints. We will contact you if we require any additional information from you and will notify you in writing of the response or determination of our Privacy Officer.

If you are not satisfied with our response or determination, you can contact us or raise your concerns with the Australian Information Commissioner via www.oaic.gov.au.

Revision of our Privacy Policy

We may revise this Privacy Policy or any part of it from time to time and publish it in our website.

How to contact us

If you have any questions or concerns about this Privacy Policy, please call us on (02) 6248 3111 or email us at talktous@iconwater.com.au.