



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)* and other applicable laws. This is our Privacy Policy and it sets out how we collect, hold, use and disclose your personal information. We recommend that you read it carefully.

You do not have to provide us with your personal information. However, if you do not, we may not be able to provide you with information or utility services you request or important notices in relation to our provision of and your use of utility services.

By visiting our website, applying for or using any of our services or providing us with your information, you agree to your information being collected, held, used and disclosed as set out in this Privacy Policy.

The information we collect

We collect 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, an example being life support information from ACT Health. Where practicable, we will give you the option of interacting with us anonymously.

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 and/or anyone you have authorised to deal with us on your behalf.

On all occasions, your information is collected, held, used and disclosed by us in accordance with this policy and applicable Privacy Principles.

We may also seek to collect information about someone else from you (for example, if you request a service jointly with another person or where otherwise required under the *Utilities Act 2000 (ACT)* and other applicable law). However, you must not provide us with information about another person unless you have clear consent from that person to do so, let them know about this Privacy Policy, and where to find it.

How we use your information

We only use your information for the purpose for which it was provided to us, related purposes that you would reasonably expect and as permitted or required by law. Such purposes 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.

However, we will only use your sensitive information for the purposes for which it was initially collected, other directly related purposes or purposes to which you otherwise consent.

If you are not a customer (for example, if you are a supplier or other third party), your information will only be used for the specific purpose for which it was provided to us, unless you have consented to other uses.

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:

- government bodies, regulators, law enforcement agencies and any other parties where required or otherwise permitted by law;

- other utility service providers where necessary to cross check the accuracy of your contact details;
- our related entities and third parties who provide services to us, or to you on your behalf, including:
 - parties that help operate and maintain our infrastructure and assets;
 - parties that manage customer accounts and billing;
 - external IT service providers, infrastructure and other third party 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; and
- other entities that may offer you related products or services if you have opted-in to receive such information.

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.

We will only disclose your sensitive information for the purposes for which it was initially collected, other directly related purposes or purposes to which you consent.

We may disclose personal information to certain contracted service providers located outside of Australia. We will take reasonable steps (eg, contractual measures) to ensure that these providers comply with applicable Privacy Principles. Further, certain contracted service providers, including ActewAGL Retail, may enter arrangements with overseas providers from time to time. We recommend that you view their privacy policies for details.

Security of your information

We take reasonable steps (including any measures required by law) to ensure your information is protected and secure. 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.

However, no data protection and security measures are completely secure. Despite all the measures we have put in place, we cannot guarantee the security of your information, particularly in relation to transmissions over the internet.

Accordingly, any information which you transmit to us is transmitted at your own risk. You must take care to ensure you protect your information (for example, by protecting your usernames and passwords, customer details, etc) and you should notify us as soon as possible after you become aware of any security breaches.

Accuracy, access and correction

We take reasonable steps to ensure the information we collect and hold about you is accurate, up-to-date and complete, and if used or disclosed, also relevant.

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.

By law, customers must promptly tell us if their information (eg, contact details, billing address, use of utility service) changes.

We will, on request, provide you with access to the 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.

What if you have an inquiry or complaint?

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 Privacy 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. Please review this policy periodically for changes. If we make significant changes to this policy, we may notify you using the contact details provided by you or by putting a notice on our website iconwater.com.au/privacy.

Your continued use of our website, services, requesting our assistance or the provision of further personal or sensitive information to us after this Privacy Policy has been revised, constitutes your acceptance of the revised Privacy Policy.

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.