



PRIVACY POLICY

PVWater respects your privacy.

Pioneer Valley Water Co-operative Limited and Pioneer Valley Water Mutual Co-operative Limited (“**PVWater**”) complies with the *Privacy Act 1988* (Cth) and deals with personal information in accordance the Australian Privacy Principals (APP’s).

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.

Collection of personal information

We collect your Personal Information for the primary purpose of providing our services to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

Examples of Personal information we collect include:

- Your Plan Name, Allocation Type, Allocation Number;
- your Title Reference, Location;
- your Entitlement Class;
- your client number;
- your outlet number/s and Nominated Volume;
- your name, address and contact details and the details of the other registered entitlement holders;
- details of seasonal water assignments and transfers;
- Water Usage;
- Water order start and end date and time, rate, volume and number of repeats.

When browsing or searching PVWater’s website, our server automatically collects navigational data to help us improve our website content and navigation. One way in which navigational data is collected is by placing "cookies" in your browser file on your hard drive. We may use other web-tracking technologies, which passively collect information (which means it is collected without you actively providing it). The cookies and technologies we use collect information such as your IP address, your device’s unique identifier number, and also track your use of the PVWater website. We use personal information collected through these technologies on our website in order to optimise your online experience. You can usually set your browser to refuse or delete cookies.

Sometimes our website contains links to third party websites for your convenience and information. When you access a third party website, please understand that we are not responsible for the privacy practices of that site. We suggest that you review the privacy policies of each site you visit.

Use and disclosure of personal information

Personal Information will only be used for the purpose of the service which PVWater provides. At no time will we sell or provide your information to a third party for marketing purposes.

Your personal information may be disclosed to our third-party service providers such as hosts of our water ordering system, payment processing and other similar services. Please note that we may use cloud service providers in connection with the hosting of the services and the storage of personal information. Although all reasonable steps are taken, we may be limited or not have an opportunity to impose contractual restrictions on these and other service providers that we believe to be necessary or appropriate:

- a) to comply with legal process;
- b) to respond to requests from public or government authorities;
- c) to protect our operations;
- d) to protect our right, privacy, safety or property, including credit-fraud protection and risk reduction;
- e) at our discretion under emergency circumstances, to notify emergency services or your family members, personal representatives or other individuals involving you of your location and condition;
- f) or to allow us to pursue available remedies or limit the damage that we may sustain.

In the event of any loss of, unauthorised access to or disclosure of your personal information that is likely to result in serious harm to you, PVWater will investigate and notify you and the Office of the Australian Information Commissioner (OAIC) as soon as practicable, in accordance with the Privacy Act.

Retention and Deletion

We will only retain your personal data for as long as necessary for the purpose for which the data was collected and to the extent required by applicable law. When we no longer need personal data we will remove it from our system and /or take steps to anonymise it.

Privacy enquiries and complaints

You have a right to request access to any information held by PVWater which relates to you. You also have the right to request the correction of any information which relates to you and is inaccurate.

Any questions, complaints or enquiries relating to our Privacy Policy, practices or procedures, including requests for access to personal information or amendments to information, should be directed to the General Manager:

By post: PO Box 275, Mackay Qld 4740
 By phone: 07 4957 8481
 By email: pvwater@pvwater.com.au

PVWater will investigate any complaint and respond to you as soon as we can. We will notify you of any making of a decision in relation to your complaint as soon as is practicable after it has been made.

PVWater takes any privacy complaint seriously and will deal with all complaints fairly and promptly. However, if you are not satisfied with our response to your complaint, you can refer your complaint to the Office of the Australian Information Commissioner:

Office of the Australian Information Commissioner
 By post: GPO Box 5218
 Sydney NSW 1042
 By phone: 1300 363 992
 By email: enquiries@oaic.gov.au

More information

For more information about privacy in general, you can visit the Office of the Australian Information Commissioner's website at www.oaic.gov.au

VERSION CONTROL

Version Number	Date	Activity	By
Final	10/02/2022	Approved	Board
V2.0	15/01/2024	Revision	S.Ford
V3.0	16/01/2024	Review	D.Said