

Privacy Policy

Purpose

This Policy sets out Riverina Water's commitment to promoting the protection of personal and health information it captures and retains. This Policy and associated Privacy Management Plan have been written to ensure personal and health information is managed in accordance with relevant legislation and accompany regulations.

Policy Statement

Riverina Water respects the privacy of its Board, staff, volunteers, contractors and customers, and members of the general public who have contact with Riverina Water.

Riverina Water will deal with personal and health information in a manner that complies with legislative requirements and ensure that persons who have personal or health information collected by Riverina Water are aware of their rights in regard to this information.

Scope

This Policy applies to all personal and health information collected, maintained and/or used by Riverina Water Board members, staff, contractors, volunteers, customers and members of the public who have contact with Riverina Water. It provides the foundation for Riverina Water's Privacy Management Plan.

Definitions

Health information	Is a specific type of personal information. Health information includes personal information that is information or an opinion about the physical, mental or emotional state or capacity of an individual
HRIPA	Health Records Information and Privacy Act 2002
Personal information	Information or an opinion about an individual whose identity is apparent or can be reasonably ascertained from the information or opinion. This information can be on a data base or does not necessarily have to be recorded in material form.
PIPPA	Privacy and Personal Information Protection Act 1998
Privacy Management Plan	Regulates the collection, use and disclosure of, and the procedures for dealing with, personal information held by Riverina Water

Public Register	A register that contains information (including personal information) that is required by law to be, or is made, publicly available or open to public inspection (whether or not on payment of a fee)
Riverina Water	Riverina Water County Council – also referred to as council

Policy Principle 1

Riverina Water is committed to ensuring the protection of personal and health information that it collects and holds.

As part of this intent, Riverina Water will apply the following general principles, based on the 12 Information Protection Principles and the 15 Health Privacy Principles as specified in legislation.

The first 9 principles are common under the PPIPA and HRIPA

- Principle 1 Collection of personal information for lawful purposes
- Principle 2 Collection of personal information directly from an individual
- Principle 3 Requirements when collecting personal information
- Principle 4 Other requirements relating to collection of personal information
- Principles 5 Retention and security of personal information
- Principle 6 Information about personal information held by agencies
- Principle 7 Access to personal information held by agencies
- Principle 8 Alteration of personal information
- Principle 9 Agency to check accuracy of personal information before use

Further principles under PIPPA

- Principle 10 Limits on use of personal information
- Principle 11 Limits on disclosure of personal information
- Principle 12 Special restrictions on disclosure of personal information

Further principles under HRIPA

- Principle 10 Limits on use of health information
- Principle 11 Limits on disclosure of health information
- Principle 12 Identifiers
- Principle 13 Anonymity
- Principle 14 Trans-border data flows and data flow to Commonwealth agencies
- Principle 15 Linkage of Health Records

Policy Principle 2

Individuals can seek access to review or amend their own personal and health information under Section 14 of PPIPA and Section 26 of HRIPA. Forms are available from our website or via direct

contact to our Administration office by phoning 69220608 or via email to admin@rwcc.nsw.gov.au
Proof of identity is required to access and/or amend personal or health information.

Policy Principle 3

Riverina Water will comply with the relevant legislation and Privacy Code of Practice in regard to the disclosure of privacy and health information. Disclosure of personal information in Public Registers and other council registers to third parties is covered in Riverina Water's Privacy Management Plan. Personal information will be provided at the CEO's discretion, only where it would be in the public interest to do so.

Policy Principle 4

An internal review can be requested in writing from Riverina Water in relation to an information privacy matter or against a decision made in relation to the release of information. Alternatively, a review or complaint can be directed to the Privacy Commissioner.

Policy Implementation

The principles set out in this policy will be implemented through the provisions of the Privacy Management Plan. The policy and plan will be made available on Riverina Water's website.

The Privacy Policy and Privacy Management Plan will be made available to all staff through the intranet, and awareness of handling personal and private information will be covered at induction and reinforced through department meetings and compliance refresher training as required.

Non Compliance

Non-compliance with adopted policy may be considered a breach under the Code of Conduct. As such, any suspected or known non-compliance will be reported to the CEO.

Policy number	1.20
Responsible area	Corporate Services
Approved by	Riverina Water Board – Res 22/167
Approval date	26 October 2022
Legislation or related strategy	Privacy and Personal Information Protection Act 1998 (PPIPA) Health Records Information and Privacy Act 2002 (HRIPA) Government Information (Public Access) Act 2009 (GIPAA) Privacy Code of Practice for Local Government
Documents associated with this policy	Records Management Policy 1.18 Riverina Water Privacy Management Plan
Policy history	Vers 3 Adopted 22 April 2020 – Res 20/034 Vers 2 Adopted 28 June 2017 Vers 1 Adopted 28 Oct 2015 Res 15/151 Original adopted August 2013.
Review schedule	Every 4 years (once per Board term)

Policy details may change prior to review date due to legislative or other changes, therefore this document is uncontrolled when printed.

END OF POLICY STATEMENT