

Policy No. PP044

# Privacy Policy

## 1 INFORMATION ABOUT THIS POLICY

### POLICY INFORMATION

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<b>Policy Responsibility</b> Corporate Services	
<b>Review Timeframe</b> 4 Yearly	
<b>Last Review</b> April 2025	<b>Next Scheduled Review</b> April 2029

### DOCUMENT HISTORY

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### FURTHER DOCUMENT INFORMATION AND RELATIONSHIPS

<b>Related Legislation</b>	<b>Privacy and Personal Information Protection Act 1988 (PPIA)</b> <b>Health Records Information and Privacy Act 2002 HRIPA</b> <b>Government Information (Public Access) Act 2009</b> <b>Privacy Code of Practice for Local Government</b>
<b>Related Policies</b>	<b>PP027 – Records and Information Management Policy</b> <b>IP-ICT-105 Information Access and Use</b> <b>IP-ICT-111 Data Breach</b> <b>IP-ICT-111.01 – Data Breach Response Plan</b>
<b>Related Procedures, Protocols, Statements and Documents</b>	<b>P042 – Records and Information Management Strategy</b> <b>Privacy Statement</b> <b>Customer Service Charter</b> <b>PP031 – Code of Conduct</b>

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### 3 PURPOSE

The privacy of our customers is of utmost importance to Goldenfields Water County Council. This Policy sets out Goldenfields Water County Council's (Council) commitment to the protection of personal and health information that it collects, uses, discloses, and retains.

### 4 SCOPE

"We", "Us" & "Our" refer to Goldenfields Water (ABN 54 357 453 921) 84 Parkes Street, Temora NSW 2666. This policy applies to all personal and health information collected, maintained and/or used by Goldenfields Water Board members, staff, contractors, volunteers, customers, and members of the public who have contact with Council. It provides the foundation for our Privacy Management Plan. It is to be read with reference to our current Privacy Statement.

### 5 DEFINITIONS

Term	Definition
Personal Information	Personal information is defined in section 4 of the PPIP Act. It is any information or opinions about a person where that person's identity is apparent or can be reasonably ascertained. Personal information can include a person's name, address, information about a person's family life, information about a person's sexual preferences, financial information, photos, etc.
PPIP Act	Privacy and Personal Information Protection Act 1998
Health Information	Health information is a more specific type of personal information and is defined in section 6 of the HRIP Act. Health information can include, among other things, information about a person's physical or mental health such as a psychological report, a blood test or an Xray, or even information about a person's medical appointment.
HRIP Act	Health Records and Information Privacy Act 2002
Privacy Management Plan	Regulates the collection, use and disclosure of, and the procedures for dealing with, personal information held by Goldenfields Water.
Public Register	Means a register of 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).
Goldenfields Council	Goldenfields Water County Council – also referred to as Council.

## 6 POLICY

### 6.1 Our Commitment

Council is committed to ensuring the protection of personal and health information that it collects and holds. We recognise that any personal information we collect about you will only be used for the purposes we have collected it or as allowed under the law.

As part of our commitment, Council 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****6.2 Access Information**

Individuals can seek access to review or amend their own personal and health information under Section 14 of PPIPA and Section 26 of HRIPA. You have a right to access the personal information we hold about you. If any of the personal information we hold about you is incorrect, inaccurate, or out of date you may request that we correct the information. We will not charge a fee to correct your personal information.

You may request access to any of the personal information we hold about you at any time. To do so, please contact us on 02 6977 3200 or via [office@gwcc.nsw.gov.au](mailto:office@gwcc.nsw.gov.au). We may charge a fee for our costs of retrieving and supplying the information to you. Proof of identity is required to access and/or amend personal or health information.

**6.3 Disclosure of Information**

Council will comply with the relevant legislation and Privacy Code of Practice regarding disclosure of privacy and health information. In providing services to you, we may disclose your personal information to our associated entities and to third parties. We may disclose your personal information:

- to third parties engaged by us to perform functions or provide products/services on our behalf;
- to third party hosting service providers and other providers of software products that facilitate the operation of our App and website;
- to financial service providers processing credit applications;
- to our agents, business partners, joint venture entities or contractors;
- to anyone, where you have provided us consent; or
- to investors, agents or advisers, or any entity that has an interest in our business.

In the event of a merger, acquisition, or sale of the whole or part of the business, we reserve the right to transfer your personal information as part of any such transaction. Disclosure to Public Registers and other council registers to third parties is covered in Council's Privacy Management Plan. Personal information will only be provided where it is in the public interest to do so.

**6.4 Accountability**

An internal review can be requested in writing from Council in relation to an information privacy matter or against a decision made in relation to the release of information. We will acknowledge your complaint within seven days. We will provide you with a decision on your complaint within 30 days.

If you are dissatisfied with our response, or at any time, you may make a complaint to the Office of the Privacy Commissioner.

## **7 POLICY IMPLEMENTATION**

The commitment set out in this policy will be implemented through the provisions of the Privacy Management plan, and in conjunction with relevant policy, process and procedure endorsed by Council. The Policy and the Privacy Management Plan will be made available on Council's Website.

Both documents will also be made available to all staff through the intranet and covered as part of induction. Knowledge and awareness will be refreshed at department meetings and trainings as required.

### **7.1 Non-Compliance**

Non-Compliance with adopted policy may be considered a breach under council's Code of Conduct. Any suspected or known non-compliance must be reported to the General Manager.