

ENERGY SAFE VICTORIA

PRIVACY POLICY

INTRODUCTION

As the independent technical regulator for gas and electrical safety and equipment efficiency, Energy Safe Victoria (ESV) is committed to the responsible handling of personal information, and to protecting individuals' right to privacy. Accordingly, the organisation is committed to full compliance with its obligations under the *Information Privacy Act 2000* (Vic).

All staff at the organisation are obliged by law to protect the privacy of the information you give to us. This document explains the organisation's privacy policy.

If you would like to speak to someone in the organisation about the way we handle your personal information, please call ESV's Privacy Officer on 03 9203 9700.

PERSONAL INFORMATION

This policy applies to personal information held by the organisation. Personal information is any information or opinion that is recorded, whether true or not, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

COLLECTION

ESV will only collect personal information that is necessary to fulfil its functions and objectives. When collecting information we will endeavour to make you aware of your rights as set out in the *Information Privacy Act 2000*.

USE AND DISCLOSURE

ESV will only use personal information within the organisation or disclose it outside the organisation for the purpose for which it was collected, in accordance with the *Information Privacy Act 2000* (for example, where you have consented or where you would reasonably expect this to occur). The type of organisation to which ESV may disclose personal information includes:

- Mail houses and printers
- Service providers
- Other regulators and other government agencies.

From time to time ESV may be required by law to disclose personal information to other government agencies.

QUALITY

ESV will try to ensure that personal information it holds is kept accurate, complete and up to date.

SECURITY

ESV will take reasonable steps to ensure that personal information it holds is kept securely. The organisation will dispose of personal information where it is no longer necessary to fulfil the purposes for which the information was collected or as required by law.

When using ESV's website you should be aware that no data transmission over the Internet can be guaranteed as totally secure. Although we strive to protect such information, we do not guarantee the security of any information that you transmit to us over the Internet and you do so at your own risk.

OPENNESS

ESV will tell you why we are collecting your personal information and how you can get access to it. Due to the importance of your privacy, our Privacy Policy will be reviewed and monitored regularly.

UNIQUE IDENTIFIERS

ESV does not use identifiers from other organisations, such as Medicare or the Australian Tax Office, to identify people when carrying out its functions. The organisation uses a proprietary filing system.

ANONYMITY

Your personal information will only be requested when absolutely necessary to fulfil the organisation's functions. General queries can be answered anonymously if requested.

TRANSBORDER DATA FLOWS

If we send your personal information interstate or overseas, we will only do so if you have consented or if we are confident that the recipient organisation protects your privacy to the extent that is required by law.

SENSITIVE INFORMATION

ESV is entitled to ask for sensitive information about people, such as criminal history, in order to decide whether or not to issue or renew the licence of an electrical worker or the registration of an electrical contractor.

We may also ask for information such as country of birth and ethnic origin in order to plan and provide services and to produce statistics that do not identify an individual. However, providing information concerning country of birth and ethnic origin is voluntary; it is not compulsory for you to give this information in order for ESV to provide services to you.

KEN GARDNER

Director of Energy Safety

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