

WEBSITE PRIVACY STATEMENT

The content on this website is owned and operated by Energy Safe Victoria (ESV). ESV is a statutory authority established under the *Energy Safe Victoria Act 2005* (Vic).

Our functions and responsibilities require us to collect and handle personal information about people involved in the gas and electrical industries, eg. licensed electrical workers and registered electrical contractors. ESV also collects personal information when responding to complaints about gasfitting and electrical work or investigating incidents. We are committed to meeting legislative standards for the protection of privacy and the handling of personal information. We are required by law to take reasonable steps to let people know about the kind of information we hold, the purposes for which we collect it, and how we collect, use and disclose that information.

This statement explains our policy for handling personal information that you may provide to us when you access and interact with our website. This Statement should be read in conjunction with the ESV Privacy Policy, which sets out our general procedures and practices with respect to collection, use, disclosure, storage and handling of personal information.

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.

Collection of information

The personal information that we collect about you depends on how and why you access our website.

Electronic lodgement of Certificates of Electrical Safety

The Electricity Safety (Installations) Regulations 1999 require electronic notification of completion of most certificates of electrical safety. The details that need to be notified include the postcode of the place where the electrical installation work was carried out and identification of the person who is responsible for the work, as well as the person who actually carried out the work. For prescribed electrical installation work, the electronic notification must also include identification of the licensed electrical inspector who inspected the work and completed the appropriate certificate of inspection.

Electronic notification can occur either online or alternatively by way of an Interactive Voice Response (IVR) system.

Home safety inspections

An electrical home safety inspection is an inspection on the condition of an existing domestic electrical installation designed to identify any electrical hazards or deficiencies in the installation. To assist the Approved Home Safety Inspector (AHSI) in providing an accurate quote, customers have the option of providing information online, including their name and the address of the electrical installation. Following the inspection, the AHSI generates a Certificate of Home Safety Inspection through an ESV database and then issues the certificate to the customer.

Notification of electrical incidents

Currently the Electrical Incident Report Form, available for download under 'Publications' on the website, is in read-only format. The form includes details of person/s involved in the incident (including the victim, if any) and of emergency services personnel who may attend the incident scene. This information is necessary to enable us to make proper inquiries and complete investigations with respect to electrical accidents and incidents.

If you use the ESV website to make an incident notification or lodge certificate information, we may capture personal information that is entered. All such information is collected, used, disclosed, stored and

handled in accordance with ESV's Privacy Policy.

Links to other websites

Our website may contain links to websites that are owned or operated by third parties independent of ESV, including the websites of electricity supply companies, government departments and agencies and Standards Australia. Those websites should contain their own privacy statements, and their owners or operators are responsible for informing you about their security and privacy practices. We are not responsible for information on, or the privacy practices of, such websites.

Cookies

Cookies are pieces of information that a website transfers to an individual's hard drive for record keeping purposes. Cookies can make web surfing easier for you by saving your preferences while you are on a site. Although our website does not directly use cookies, you should be aware that indirect cookies may be used when you follow a link from this website to another website.

Use and disclosure of information

In addition to the situations described in this Privacy Statement, we may collect, use and disclose personal information in a number of other situations:

- if you hold a registration or a licence issued by us;
- if you have been involved in an incident or accident that we are investigating;
- if you provide services to us;
- if you apply for a job or are employed by us;
- if you receive any of our publications or ask us to give you other information;
- if you provide us with information, make a complaint or otherwise contact us;
- for the purpose of auditing of electrical installation work.

Our policies and practices in relation to collection, use and disclosure of personal information are set out in the ESV Privacy Policy.

Access to personal information held by ESV

If you wish to have access to personal information which we hold about you, or believe that the information that we hold may be inaccurate, incomplete or out-of-date, please contact:

The Privacy Officer
Energy Safe Victoria
Level 3, Building 2
4 Riverside Quay
SOUTHBANK VIC 3006
tel 03 9203 9700

Changes to this Privacy Statement

You acknowledge and accept that your use of the ESV website indicates your acceptance of the terms of use outlined in this Privacy Statement. We may at any time vary the Privacy Statement by publishing an amended statement on our website. By your use of ESV's website after any variation, you are taken to have accepted the revised Privacy Statement.

Last updated: 21 August 2006