



Water Night Privacy Policy

1. Our commitment to privacy

The Water Services Association of Australia (ABN 54 117 907 285) (**WSAA**) considers your privacy as a top priority. WSAA is bound by the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth).

This policy sets out how WSAA will collect, use, store, disclose and de-identify your personal information in relation to the Water Night event.

2. The types of information we collect

The types of personal information we collect include:

- contact details (name, address, telephone numbers, email, etc);
- complaint details;
- donation history; and
- survey answers

We may also collect additional types of personal information when we communicate with you.

This includes, but is not limited to, the following types of information:

- personal financial information; and
- living circumstances

3. Why we collect your personal information

We collect your personal information:

- to provide you with information about Water Night;
- to facilitate your participation with Water Night;
- to process your donation;
- provide you with more information about our work on water efficiency projects;
- any other purpose to which you have consented; and
- where required by law.

4. How we collect your information

We may collect your personal information either directly from you or from third parties including but not limited to contact details and survey answers.

We may collect your personal information in the following ways:

- face to face contact;
- through our website and online surveys;

- via social media messages or conversation;
- during phone calls;
- voice or image recordings;
- whilst delivering and administering services at our facilities;
- from forms, coupons and other correspondence (both in writing and electronically); and
- from third party organisations who are supporting Water Night.

5. How we use and disclose your information

We will only use and disclose your personal information for the purposes set out above or as otherwise permitted by law.

We don't rent or sell your personal information. We may disclose your details to Water Night sponsors in Australia for their own use internally so they can better understand who is participating in Water Night within their area of operations. As a sponsor they do not have the right to contact you.

We take reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations when handling your personal information.

If you prefer not to receive such communications and/or do not want us disclosing your personal information to another organisation, please let us know by contacting us using the details in section 12 (Contact Us) below.

We may also disclose your personal information where legally required for example, to government departments.

We may also share non-personal and de-identified information with research organisations.

8. Disclosing your personal information overseas

We will not disclose your personal information overseas.

9. Securing your information

We take reasonable steps to ensure the security of personal information we hold and to protect it against loss, misuse, or interference and unauthorised access, destruction, use, modification or disclosure.

Steps we take include ensuring our IT systems are protected and comply with applicable security standards and only permitting authorised personnel to access personal information.

It is our policy to:

- permanently de-identify personal information where reasonable and possible; and
- destroy personal information once there is no longer a legal or business need for us to retain it.

6. Accessing and correcting your personal information

You can access your information by contacting us using the details in section 12 (Contact us) below. Occasionally, we may need to refuse your request to access information, for example, where granting you access would infringe someone else's privacy.

When you request access, we will ask you to provide some form of identification so that we can ensure that you are the person to whom the information relates.

If you wish to correct any personal information we hold about you, please contact us using the details in section 12 (Contact us).

7. Complaints about a breach of your privacy

If you are concerned about how we have collected or managed your personal information we request you follow the procedure set out below.

1. Contact us at info@thewaterconservancy.org. and ask for our Privacy Officer.

3. Submit your complaint to: info@thewaterconservancy.org or post to Privacy Officer, c/o WSAA, Level 6, 75 Elizabeth St, Sydney, NSW, 2000 .

In order to effectively address your complaint, we may request further information from you about your complaint and the reasons behind it.

4. After we receive all the information we need from you, please allow approximately 28 days for us to address your complaint.

If you're not satisfied with how we have handled your complaint, you can contact the Office of the Australian Information Commissioner (OAIC). Please see the OAIC's website for information on how to contact the OAIC: <http://www.oaic.gov.au/>

The OAIC is a government body independent of us. It has the power to investigate complaints about possible interference with your privacy.

10. Anonymity

It is your right to be dealt with anonymously, provided that is it lawful and practicable.

We will try to accommodate a request for anonymity wherever possible, however we note that in some circumstances, this may prevent us from practically and effectively communicating with you.

11. Cookies and links to other websites

Cookies

When you visit our website a record of your visit is logged. The following data is supplied by your browser:

- Your IP address and/or domain name;
- Your operating system (type of browser and platform);
- The date, time and length of your visit to the website; and
- The resources you accessed and the documents you downloaded.

This information is used to compile statistical information about the use of our website. It is not used for any other purpose. If you do not want 'cookies' to be used please adjust your browser settings to disable them.

Links to other websites

Our website may contain links to third party websites, and third-party websites may also have links to our website.

Our privacy policy does not apply to external links or other websites.

The operators of other websites may collect your personal information.

We encourage you to read the privacy policies of any website you link to from our website.

12. Contact us

If you have a question about this privacy policy or want to access or correct your personal information you can:

- email us at: info@thewaterconservancy.org
- call us on +61 2 9223 3322 between 9am - 5pm Monday to Friday (Sydney time).

If we're not able to help with your request, you will receive a written explanation as to why.