



IMPORTANT NOTICE FOR GOULBURN-MURRAY WATER CUSTOMERS

THE FOODBOWL MODERNISATION PROJECT AND PERSONAL INFORMATION

Goulburn-Murray Water (G-MW) is responsible for irrigation infrastructure in the Goulburn Murray Irrigation District which is undergoing a major upgrade and modernisation of that infrastructure under the Foodbowl Modernisation Project (Project).

Responsibility for the planning, designing and delivery of that Project currently rests with the Northern Victoria Irrigation Renewal Project (NVIRP). However from 1 July 2012 those responsibilities will be assumed by G-MW.

The purpose of this notice is to inform G-MW customers about the use, disclosure and handling of their personal information in the delivery of the Project.

INFORMATION WE HOLD ABOUT OUR CUSTOMERS

We collect and hold a range of personal information about our customers. Usually we collect that information directly, but sometimes we need to collect information from third parties. For example, we collect personal information in notices of acquisition lodged when a property changes hands.

The personal information we hold about our customers include the customer's name, address and contact information, details about the property (including aerial and satellite images), information about water entitlements and about current and historical water usage, allocation bank account numbers, details of irrigation infrastructure or services on the property and account and billing information.

PERSONAL INFORMATION AND THE FOODBOWL MODERNISATION PROJECT

We mainly use customer information for the purpose of providing water and irrigation related services. However, customer information also needs to be used for the purpose of the Foodbowl Modernisation Project.



THE FOODBOWL MODERNISATION PROJECT AND PERSONAL INFORMATION (CONTINUED)

In particular, we need to provide some customer information to farm designers engaged to prepare farm irrigation assessments. Farm designers are required to meet with landowners in order to identify and discuss design options for the modernisation of irrigation infrastructure on the landowners' land. Farm designers need access to information about G-MW's customers, their properties and their water usage so that they can make contact with the affected landowners and carry out the necessary assessments of the land. Farm designers are not provided with customer account and billing information.

NVIRP is presently responsible for engaging farm designers, and will remain so until 30 June 2012. G-MW is providing NVIRP with access to some of its customer information so that NVIRP can make it available to farm designers who need it for particular strategic connections. From 1 July 2012, G-MW will engage farm designers and provide them with the customer information directly. Farm designers are also required to provide updated information about G-MW customers back to G-MW.

NVIRP is in the process of putting in place a range of measures to further protect the personal information used by farm designers, including enhanced security measures for transmission and storage, stricter controls on how the information is used and who it is disclosed to and requirements for destruction of the information when the farm designer has completed the assessment.

G-MW will keep these privacy protections in place after it takes over responsibility for delivering of the Project, and will continue to take steps to ensure its customer information is protected from loss, misuse or unauthorised disclosure.

G-MW customer information may also be used in the course of the Project to keep customers informed about the progress of the Project or to bring them information about services or other forms of assistance available. For this purpose customer information may be disclosed to other government agencies and contractors. Customer information may be disclosed to contractors engaged by NVIRP or G-MW, to other organisations and to government agencies for other purposes related to the Project.

FURTHER INFORMATION

G-MW takes its privacy obligations seriously. Further information about our collection, use, disclosure and handling of personal information is set out in our privacy policy which is available online at www.g-mwater.com.au/about/website-info/privacy or by contacting our Privacy Officer on (03) 5826 3500.