



20 February 2026

Privacy Policy

This Privacy Policy applies to all personal information collected by Kyeema Water Pty Ltd.

What information do we collect?

The personal information we collect and hold may include:

- Name
- Contact details, including email address and phone number
- Residential or postal address

Types of Information

Under the *Privacy Act 1998 (Cth)* (Privacy Act), information is classified as Personal Information or Sensitive Information.

Personal Information is information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- a) whether the information or opinion is true or not; and
- b) whether the information or opinion is recorded in a material form or not.

Information that does not identify you, or cannot reasonably identify you, is generally not considered Personal Information and is not subject to this Privacy Policy.

Sensitive Information includes information or opinions about an individual's racial or ethnic origin, political opinions, membership of political associations, religious or philosophical beliefs, trade union or professional association membership, criminal record, or health information.

We will only use Sensitive Information:

- a) for the primary purpose for which it was collected;
- b) for a secondary purpose directly related to the primary purpose; or
- c) with your consent, or where required or authorised by law.

How we collect your Personal Information

- a) We collect Personal Information directly from you whenever you provide it to Kyeema Water.
- b) Where reasonable and practicable, we collect Personal Information only from you. In some cases, however, we may receive information from third parties. When this occurs, we will take reasonable steps to make you aware of the information provided.

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Purpose of collection

- a) We collect Personal Information to deliver and improve our services.
- b) We may disclose Personal Information to service providers who assist us in operating our business and delivering services, but only in the normal course of their duties.
- c) Under a Last Resort Event pursuant to the *Water Industry Competition Act 2006*, we may disclose Personal Information to the appointed Last Resort Provider or another Licensee who is substituted as a registered retailer for the scheme.

Security, Access and correction

- a) We take reasonable steps to protect your Personal Information from unauthorised access, misuse, modification, or disclosure. When your information is no longer required for the purpose for which it was collected, we will take reasonable steps to destroy, anonymise, or de-identify it. Most Personal Information held in our records is retained for up to 7 years to meet legal and record-keeping obligations.
- b) Under the Australian Privacy Principles:
 - I. APP 12 allows you to request access to Personal Information we hold about you; and
 - II. APP 13 allows you to request correction of inaccurate Personal Information, subject to certain exceptions.
- c) To request access or correction, please contact us in writing using the details at the end of this policy.

Complaint procedure

If you have concerns about how we handle your Personal Information, please contact us using the details below. We will review your complaint and may request additional information to clarify your concerns. If we determine your complaint is justified, we will work with you to resolve the issue. If you are not satisfied with our response, you may refer the matter to the Office of the Australian Information Commissioner (OAIC).

Overseas transfer

We will not disclose your Personal Information to overseas recipients unless you expressly request us to do so. If you request such a transfer, the overseas recipient may not be required to comply with the Australian Privacy Principles, and Kyeema Water will not be responsible for any mishandling of your information by that recipient.

How to contact us about privacy

If you have questions about this Privacy Policy, wish to access your Personal Information, or wish to make a privacy-related complaint, please contact us at: admin@kyeemawater.com.au