

Privacy Policy

This policy explains how VicGrid VNI West Pty Ltd (**VicGrid VNI West**) manages personal information.

VicGrid VNI West will only collect and hold personal information when it is necessary for VicGrid VNI West's functions and activities. These functions and activities include engagement with landholders, communities, First Peoples, electricity industry participants, government, consultants, contractors and other stakeholders for the purposes of progressing the Victorian section of a new transmission line, Victoria to NSW Interconnector West (VNI West), to be built between Victoria and New South Wales.

This may include personal information:

- required to assist in managing business and stakeholder relationships;
- about individuals representing participants and industry associations in the energy industry
- provided in the course of VicGrid VNI West's functions and activities;
- provided in connection with services acquired or provided by VicGrid VNI West;
- provided to VicGrid VNI West in the context of a dispute
- required to ensure compliance with any relevant law or applicable regulatory requirement.

Types of personal information VicGrid VNI West may collect and hold

The kinds of personal information VicGrid VNI West collects and holds will vary depending on the purpose for its collection and may include identifying information (such as a name and date of birth), contact information (email or residential address), usernames and passwords for accounts created with VicGrid VNI West, records of communications (including messages sent to VicGrid VNI West) and device information (such as an IP address). Where an individual is a contractor of VicGrid VNI West, VicGrid VNI West may also collect sensitive information (for example for health and safety purposes).

How VicGrid VNI West collects and holds personal information

VicGrid VNI West may collect information from a variety of sources for the purposes indicated above. Generally, however, personal information is:

- directly and voluntarily provided by the relevant individual through VicGrid VNI West's website, by telephone, in person or by other communication;
- provided to VicGrid VNI West by that person's employer, or an organisation the person represents, for the purposes of providing services to VicGrid VNI West;

- provided to VicGrid VNI West by another person for the purposes of VicGrid VNI West's operations.

Cookies and links to third party websites

VicGrid VNI West's website makes use of cookies to collect information about interactions with VicGrid VNI West's website and to provide users with a more effective or tailored service. "Cookies" are small text files created and stored on your hard drive by your internet browser software to hold relevant information about VicGrid VNI West's website. Most web browsers allow you to disable cookies - *please refer to your browser's help menu to find out how to do this*.

VicGrid VNI West's website may contain links to third party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. If you follow a link to any third-party website, please be aware that these websites have their own privacy notices or policies and we do not accept any responsibility or liability for their data processing activities.

How personal information is stored

VicGrid VNI West will take reasonable steps to ensure that the personal information it collects is stored in a secure environment protected from misuse, interference, loss, unauthorised access, modification or disclosure. VicGrid VNI West will take reasonable steps to destroy or permanently de-identify personal information that VicGrid VNI West no longer needs and is not legally required to retain. All landholder information including notes from meetings are recorded in VicGrid VNI West's stakeholder management system. Information will only be provided to VicGrid VNI West's experts where relevant for the purpose of access, design or project approvals.

How VicGrid VNI West may use and disclose personal information

VicGrid VNI West will use and disclose personal information for the purpose for which it was collected. VicGrid VNI West may disclose personal information to VicGrid Body Corporate where this is reasonably necessary for VicGrid VNI West's functions or activities, which entity is subject to the Privacy and Data Protection Act 2014 (Vic) and the Information Privacy Principles under that Act, rather than the Privacy Act 1988 (Cth). When information is shared, each entity handles the information in accordance with the privacy laws that apply to it.

VicGrid VNI West may also use or disclose personal information for a related purpose, if the relevant individual would reasonably expect the use or disclosure. Examples of such situations include the use or disclosure of personal information:

- to conduct a stakeholder satisfaction survey to improve performance of VicGrid VNI West's operations;

- required to investigate or prevent any suspected or alleged breach of applicable laws, rules or procedures;
- required by VicGrid VNI West for any other purpose that VicGrid VNI West expressly states at the time of collection;
- to address a situation that involves a threat to health and safety.

VicGrid VNI West may also use or disclose personal information with the consent of the relevant individual.

Findings from field survey and investigation findings may be included in any project approvals (such as an EES), however will not contain any personal information (as defined under the Privacy Act 1988 (Cth)).

Sometimes VicGrid VNI West may need to disclose personal information to third parties, such as:

- representatives and other people an individual has authorised VicGrid VNI West to interact with on their behalf;
- professional advisers who VicGrid VNI West engages to provide advice;
- service providers VicGrid VNI West engages for the purpose of performing its functions;
- regulatory bodies and government agencies or other people as required by law;
- enforcement bodies (as defined in the Privacy Act 1988 (Cth)).

How individuals can access and correct their personal information

You can request access to any personal information VicGrid VNI West holds about you by contacting VicGrid VNI West (contact details below). VicGrid VNI West will endeavour to respond to a request for access within 30 days and provide access to the information in the manner requested, if it is reasonable and practicable to do so.

There is no charge for access to your own personal information.

VicGrid VNI West tries to ensure that personal information in its possession is accurate, up-to-date, complete, relevant and not misleading. You can request VicGrid VNI West to correct your personal information, and VicGrid VNI West will take all reasonable steps to correct the information within 30 days. If VicGrid VNI West cannot correct the information for some reason, it will give you a written notice explaining the reasons, in compliance with the Australian Privacy Principles.

Disclosure of personal information to overseas recipients

VicGrid VNI West may occasionally need to disclose personal information to a person located overseas who may be subject to different privacy regimes. This may include, but is not limited to service providers who manage a process for VicGrid VNI West, such as quality assurance analysis of information, IT vendors and support centre calls.

Enquiries or complaints

If you want more information about the way VicGrid VNI West manages personal information, to request access to your personal information or to opt out of receiving marketing or promotional material from VicGrid VNI West, please contact VicGrid VNI West on 1800 824 221 or by email at: privacy@vicgrid.com.au.

If you have a complaint about a potential breach by VicGrid VNI West of the Australian Privacy Principles, please email privacy@vicgrid.com.au with the subject 'Privacy Complaint – Attn Privacy Officer', providing details of the relevant personal information and the alleged breach.

VicGrid VNI West will investigate your complaint and endeavour to respond in writing within 30 days. The response will explain whether VicGrid VNI West considers that it has breached an Australian Privacy Principle and, if so, VicGrid VNI West's proposed course of action. If you do not receive a response from VicGrid VNI West within 30 days, or you are not satisfied with the response, you can make a complaint to the Office of the Australian Information Commissioner (OAIC). Contact details can be found at the OAIC's website: www.oaic.gov.au

Changes to this policy

VicGrid VNI West may make changes to this policy from time to time, to take into account changes to VicGrid VNI West's standard practices and procedures or where necessary to comply with new laws and regulations. The latest version of this policy will always be available on VicGrid VNI West's website.