





# Plumbing Industry Commission

## Information Privacy Policy

This Compliance Certificate is recorded with the Plumbing Industry Commission as part of its statutory obligations and, in part, contains personal and private information.

### Outline of collection and use of personal information relating to Compliance Certificates.

The Plumbing Industry Commission complies with the *Information Privacy Act 2000* and recognises the importance of protecting personal information provided to the Commission, whether by members of the public, plumbing practitioners or others in the plumbing industry. The Plumbing Industry Commission's Privacy Policy is available from our offices or website at [www.pic.vic.gov.au/www/htm/98-privacy.asp](http://www.pic.vic.gov.au/www/htm/98-privacy.asp)

The following is a summary of the Plumbing Industry Commission's Information Privacy Policy and it relates only to personal information regarding Compliance Certificates.

Upon completion of all plumbing work, the practitioner lodges his or her licence number, the Compliance Certificate number, postcode of work, and coded work undertaken with the Plumbing Industry Commission. Where the work is to be audited, the practitioner's name and owner/occupier's name and the address is obtained for the auditor to inspect the work and ensure the plumbing complies with the standards under regulation. Additional information may be obtained from the practitioner, owner/occupier and others.

### Collection of personal information

Personal information will not be collected in an unreasonably intrusive way and where it is reasonable and practicable to do so, will be first obtained from that person.

### Disclosure of personal information

No personal information contained in the Compliance Certificate may be disclosed to any person outside the Plumbing Industry Commission without the permission of the person relevant to the personal information, except as permitted under the *Information Privacy Act 2000*. The following are some examples where the Commission may release personal information:

- to other government agencies and authorised bodies such as Department of Treasury and Finance, Energy Safe Victoria, Building Commission, gas companies or water authorities;
- to the Commission's finance and plumbing auditors, lawyers, computer consultants and mail houses;
- for research including educational institutions (whether local, interstate or international), relevant insurers and market researchers for the Commission;
- any other person where there is a serious threat to public health, public safety or public welfare or where there is a serious and imminent threat to an individual's life, health, safety or welfare;
- where members of the public seek information regarding an individual plumbing practitioner, the following may be provided:
  - (i) whether or not a person is licensed or registered as a plumbing practitioner and the classes of plumbing work in which a plumbing practitioner is registered or licensed or any restrictions or conditions of the licence or registration;
  - (ii) the plumbing practitioner's business address and business telephone number; and
  - (iii) the name of the plumbing practitioner's insurer, the insurance policy number and the policy period;
- for the purposes of necessary investigation, in the informed view of the Commission, for the prevention, detection, prosecution, or punishment of criminal offences or breaches of a law imposing a penalty or sanction for a breach under the *Building Act 1993* as part of the Commission's functions or any other law.

*The Information Privacy Act 2000* does not apply to personal information relating to investigations for possible breaches of the *Building Act 1993*, including plumbing standards nor where other Acts apply such as the *Freedom of Information Act 1982* (FOI), the *Public Records Act 1973* and the *Whistleblowers Protection Act 2001*. As a law enforcement agency, the Commission may consider and release such information based on reasonable grounds and in the public interest for deterrence of offences under Part 12A of the *Building Act 1993*.

### Keeping and correction of personal information

Reasonable security is taken to protect the personal information from misuse, loss, unauthorised access modification or disclosure. Out of date, incomplete or inaccurate personal information held by the Commission may be corrected by the person related to the personal information according to the *Information Privacy Act 2000*.