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## Dial Before You Dig Privacy Policy

### Protecting your privacy

The Association of Australian Dial Before You Dig Services Ltd (**Dial Before You Dig**) is committed to protecting your privacy. We comply with the National Privacy Principles in the *Privacy Act 1988* (Cth) (**Privacy Act**). This policy outlines how we manage privacy protection of your personal information.

### What personal information<sup>1</sup> do we collect and why do we need it?

To enable us to fulfil our responsibility to prevent damage to the underground installations or assets (**networks**) owned by our members, we need to collect certain information from you. This information includes, but is not limited to:

- 1 Your name, address and contact details.
- 2 If another person or organisation is conducting the work, contact details of the person responsible for the proposed work.
- 3 Details of the work which you are planning to undertake.

We use this information to follow-up your inquiries with our member organisations and members of those organisations, who are usually the owners of networks. In such cases where the excavation you are planning poses a danger to a major network or to people, it is necessary to contact you. You will usually be contacted directly by the owner of any network under or near the site at which you are proposing the excavation. We will disclose the personal information which we collect to our member organisations and others who may be affected by your proposed works, to allow them to contact you directly.

The information we collect from you will also provide an audit trail in the event of any action against us or in respect of any action we may be required to take, such as a claim in negligence or for breach of contract. Because of the legislation applying in respect of any such action, Dial Before You Dig will keep details relating to your inquiries for seven years.

Dial Before You Dig does not collect sensitive information.<sup>2</sup>

### How do we collect the personal information?

We collect the information by telephone, fax, and through our website. We collect this information through our staff and through our contracted agents and other service providers.

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<sup>1</sup> 'personal information' is defined in the Privacy Act, and means 'information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.'

<sup>2</sup> 'sensitive information' is defined in section 6 of the Privacy Act.

We may need to ask you or others further questions to deal with your inquiry. Wherever practicable, we will ask you for the information directly.

**Who will see or have access to your personal information?**

Unless we are required to provide your personal information to others by law, by court order or to investigate suspected fraud or other unlawful activity or to investigate or prevent damage or injury to persons or property, your information will only be seen or used by persons working in or for Dial Before You Dig and our member organisations or persons who have an interest in any networks. These people will include our own staff and our contracted customer service staff. Some of these people may be located in countries outside Australia.

The list of Dial Before You Dig members who may be given your personal information is available on our website, at <http://www.dialbeforeyoudig.com.au/members.html>.

Our information systems and files are kept secured from unauthorised access. Our staff and contracted agents and service providers have been informed of the importance we place on protecting your privacy and their role in helping us to do so.

**What if I want to check what personal information you hold about me?**

Subject to any legal restrictions we would be happy to advise you what personal information we hold about you upon request. Please contact us directly on 1100 during our operating hours (8am to 5pm on business days) to check your personal details.

If you believe there are errors in our records about you, please let us know and we will be happy to investigate and correct any inaccuracies.

**Further information**

If you would like further information on our privacy policy or if you have any concerns over the protection of the information you have given to us or that we have collected from others, please contact your relevant State Manager directly. Contact details are available at <http://www.dialbeforeyoudig.com.au/members.html>.