



## Greater Western Water commits to better protecting privacy of customers

The Essential Services Commission (ESC) has accepted an Enforceable Undertaking offered by Greater Western Water (GWW).

The Enforceable Undertaking relates to a privacy breach incident in April 2023 and shortcomings in our Family and Domestic Violence Policy as specified in the ESC's Water Industry Standard – Urban Customer Service.

The privacy breach incident involved sending mail to an address not specified by a customer experiencing family violence.

As soon as we became aware of the incident, we provided immediate support to our customer and reported the matter to both the ESC and the Office of the Victorian Information Commissioner.

We have also since introduced a new billing and payments system and removed the processes and systems that allowed this to happen.

"We are sorry for the privacy breach. We have an important responsibility to prioritise the safety of our customers and their personal information, and to take extra steps to protect customers experiencing family violence," GWW Managing Director Maree Lang said.

"This Enforceable Undertaking formalises and reinforces our commitment to providing the highest standards of data protection for all our customers."

As part of the Enforceable Undertaking, we have committed to a Compliance Improvement Action Plan to improve our policies, systems and processes.

Over the next two years, we will:

- Review and update our Family and Domestic Violence Policy and associated processes relating to the separation and creation of new accounts.
- Ensure that our Executive Leadership Team, Senior Leadership Team and customer facing teams undertake specialist domestic and family violence training.
- Conduct compliance checks of customer interactions to ensure customers who have separated their accounts are not coupled together in GWW's billing system for these new separate accounts.
- Appoint an independent auditor to prepare a report on our implementation of the Compliance Improvement Action Plan and provide a copy of the report to the ESC.

The purpose of this Enforceable Undertaking is to address contraventions of the ESC's Water Industry Standard under the *Water Industry Act 1994*.