Privacy Policy

Barossa Infrastructure Ltd (ACN 084 108 958) (**we, us, our**) is a high-quality irrigation water supplier and is bound by the Australia Privacy Principles (**APPs**) in the *Privacy Act 1988* (Cth) (**Privacy Act**). We understand the importance of, and are committed to, protecting your personal information. This Privacy Policy explains how we manage your personal information (that is, information or an opinion, whether true or not, about an individual who is identified or is reasonably identifiable), including our obligations and your rights in respect of our dealings with your personal information.

Please take a moment to read our Privacy Policy as it describes what happens to your personal information that is collected in the course of our business, including via our website at barossainfrastructure.com.au (**Website**) and our account management platform (**Platform**).

1. How we collect your personal information

We will collect and hold your personal information in a fair and lawful manner, and not in an intrusive way. Where it is reasonably practical to do so, we will collect your personal information directly from you. We may collect the personal information you directly give us through some of the following means:

(a) when you apply for, acquire or receive our water supply services;

(b) when you submit any form or information sheet through our Website, or otherwise correspond with us or contact us;

(c) when you place an order for our goods or services, including via our Website;

(d) via our Platform or through any mobile applications provided by our organisation;

(e) if you sign up to our mailing list;

(f) when you engage with our staff; and

(g) where we otherwise deal with you in the course of our business.

However, in certain cases we may collect personal information from publicly available sources and third parties, such as suppliers, recruitment agencies, contractors, our clients and business partners.

If we collect personal information about you from a third party we will, where appropriate, request that the third party inform you that we are holding such information, how we will use and disclose it, and that you may contact us to gain access to and correct and update the information.

2 Basedow Rd PO Box 665 Tanunda SA 5352 T 08 8563 2300 F 08 8563 1266
Info@BarossaInfrastructure.com.au

2. Types of personal information we collect

The type of personal information we may collect can include (but is not limited to), your name, postal address, email address, phone numbers, billing information and, if applicable, employment information.

We are generally unlikely to collect sensitive information about you, such as:

(a) health or genetic information;

(b) your racial or ethnic origin;

(c) your sexual orientation;

(d) your religious beliefs or affiliations; or

(e) genetic information.

If collection of sensitive information is reasonably necessary for one or more of our functions or activities, we will only collect sensitive information about you with your consent, or otherwise in accordance with the Privacy Act.

Where you do not wish to provide us with your personal information, we may not be able to provide you with requested goods or services.

3. Our purposes for handling your personal information

As a general rule, we only process personal information for purposes that would be considered relevant and reasonable in the circumstances.

We collect, hold, use and disclose personal information to:

(a) provide, operate and administer our water supply services, including customer accounts, water allocations, metering, billing and related services;

(b) manage and administer water supply services, including water transfers and water trading arrangements;

(c) communicate with you, regarding our services and operations, including responding to enquiries, issuing invoices and account information, providing notices relating to water supply, maintenance, service disruptions, water quality, newsletters and other customer communications;

(d) assess applications for connection to our scheme, requests for additional water supply and other customer requests;

(e) comply with our legal and regulatory obligations; and

(f) otherwise manage our business.

We may disclose personal information between our organisations or to third parties such as our suppliers, organisations that provide us with technical and support services, or our professional

advisors, where permitted by the Privacy Act. If we disclose information to a third party, we generally require that the third party protect your information to the same extent that we do.

We will not use or disclose your personal information for any other purpose unless you have consented to that use or disclosure, or the relevant use or disclosure is otherwise permitted by the APPs or some other law.

4. Protection of personal information

We will hold personal information as either secure physical records, electronically on our intranet system, in cloud storage, and in some cases, records on third party servers.

We maintain appropriate physical, procedural and technical security for our offices and information storage facilities so as to prevent any loss, misuse, unauthorised access, disclosure, or modification of personal information. This also applies to disposal of personal information.

We further protect personal information by restricting access to personal information to only those who need access to the personal information do their job. Physical, electronic and managerial procedures have been employed to safeguard the security and integrity of your personal information.

We will destroy or de-identify personal information once it is no longer needed for a valid purpose or required to be kept by law.

5. Direct marketing

Like most businesses, marketing is important to our continued success. We believe we have a unique range of products and services that we provide to customers at a high standard. We therefore like to stay in touch with customers and let them know about new opportunities. We may provide you with information about new products, services and promotions either from us, or from third parties which may be of interest to you.

Provided that you have not unsubscribed or otherwise opted out, we may use your information for direct marketing:

(a) where you have agreed to receive direct marketing from us; or

(b) where you have engaged with us directly, and we believe that you would reasonably expect to receive direct marketing from us.

We may utilise the services of third parties to assist us with undertaking our direct marketing activities. We will not otherwise disclose your personal information to third parties for marketing purposes without your consent.

You may opt out at any time if you no longer wish to receive commercial messages from us. You can make this request by contacting us using the details below.

Note that if you opt-out of direct marketing messages from us, we may still communicate with you from time to time for other purposes, including where we:

(c) respond to any correspondence you send us;

(d) provide you with invoices or updates in respect of any service we supply to you;

(e) engage with our contractors and suppliers; or

(f) are legally required to provide you with notice of certain matters.

6. Automated decision making

We do not currently operate computer programs that use your personal information to make significant decisions that affect your rights or interests. We will update this Privacy Policy if we propose to operate computer programs to make such decisions in the future.

7. Cookies

A cookie is a small text file stored in your computer's memory or on your hard disk for a pre-defined period of time. We use cookies to identify specific machines and repeat users, and how long you spend on our Website in order to collect information on how visitors are experiencing the Website. This information will help to better adapt the Website to suit personal requirements. For information on cookie settings of your internet browser, please refer to your browser's manual.

8. Accessing and correcting your personal information

You may contact us using the details below to request access to the personal information that we hold about you and/or to make corrections to that information, at any time. On the rare occasions when we refuse access, we will provide you with a written notice stating our reasons for refusing access. We may seek to recover from you reasonable costs incurred for providing you with access to any of the personal information about you held by us.

We are not obliged to correct any of your personal information if it does not agree that it requires correction and may refuse to do so. If we refuse a correction request, we will provide you with a written notice stating our reasons for refusing.

We will respond to all requests for access to or correction of personal information within a reasonable time.

9. Overseas transfers of personal information

As at the date of this Privacy Policy, we are not likely to disclose your personal information to overseas recipients.

If in future we do propose to disclose personal information overseas, we will do so in compliance with the requirements of the Privacy Act. We will, where practicable, advise you of the countries in which any overseas recipients are likely to be located.

If you do not want us to disclose your information to overseas recipients, please let us know.

10. Personal information about employees

We may collect personal information about our employees and prospective employees, as part of their application and during the course of their employment, either from them or in some cases from third parties such as recruitment agencies.

This may include information about the employee's health, their right to work in Australia, or other sensitive information. For some roles, employees may need to obtain a security clearance or provide a criminal history search.

Under the Privacy Act, personal information about our current or former employees may be held, used or disclosed by us in any way that is directly connected to the employment relationship. We handle information about our employees in accordance with legal requirements and our applicable policies in force from time to time.

11. Resolving personal information concerns

If you have any questions, concerns or complaints about this Privacy Policy, or how we handle your personal information, please contact us using the following details:

The Privacy Officer

Email: privacy@BIL.net.au

We take all complaints seriously, and will respond to your complaint within a reasonable period.

If you are dissatisfied with the handling of your complaint, you may contact the Office of the Australian Information Commissioner:

Office of the Australian Information Commissioner

GPO Box 5288

Sydney NSW 2001

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

12. Changes

We reserve the right to change the terms of this Privacy Policy from time to time, without notice to you. An up-to-date copy of our Privacy Policy is available on our Website.

The last update to this document was 19 November 2026.