

The logo for Ports Victoria is located in the top left corner of the page. It features a stylized white triangle pointing downwards, with the words "PORTS VICTORIA" in white capital letters to its right. The background of the logo is a blue triangle pointing to the left, which is set against a larger blue background that fills the top half of the page. A small yellow and orange triangle is visible in the top left corner of the blue area.

PORTS VICTORIA

Privacy Policy

Authorised by: Board
Status: Approved
Classification: Official

Responsible executive:	Chief Executive Officer
Approval date:	30 September 2026
Review period:	Three years, or earlier if required.

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1. Introduction

Ports Victoria is a statutory authority responsible for managing Victoria's commercial ports and performing regulatory functions under the *Transport Integration Act 2010 (Vic)*, the *Marine Safety Act 2010 (Vic)*, the *Port Management Act 1995 (Vic)* and other applicable legislation.

To perform its functions and activities, Ports Victoria collects and manages personal, sensitive and health information. This Policy explains how Ports Victoria handles that information in accordance with the *Privacy and Data Protection Act 2014 (Vic)*, the *Health Records Act 2001 (Vic)* and other applicable legal requirements.

2. Scope

This Policy applies across all areas of Ports Victoria where personal, sensitive or health information is collected, used, disclosed, stored, protected or disposed of.

It applies to all employees, contractors, consultants, service providers and third parties who handle personal, sensitive or health information on behalf of Ports Victoria.

Privacy obligations must be reflected in relevant contracts and arrangements with third parties that handle information on behalf of Ports Victoria.

3. Policy objectives

Ports Victoria will:

- protect personal, sensitive and health information
- be open about how information is handled
- only collect information that is needed for its functions, activities and legal obligations
- use and disclose information lawfully, fairly and for appropriate purposes
- keep information secure
- support individuals to access and correct their personal information in accordance with applicable privacy laws.

4. Privacy requirements

4.1 Collection

Ports Victoria collects personal, sensitive and health information to perform its functions, deliver services, meet legal obligations and support safe and effective operations.

This may include information about employees, contractors, port users, stakeholders, licence holders, applicants, service providers and people involved in incidents, enquiries, complaints, investigations or regulatory activities.

Ports Victoria collects personal information directly from the individual concerned where reasonable and practicable. Where information is collected from another source, Ports Victoria will take reasonable steps to ensure the collection is lawful and appropriate.

Where personal, sensitive or health information is collected, Ports Victoria will take reasonable steps to explain why the information is being collected, how it may be used, disclosed and managed, and how individuals can access, correct or raise concerns about their information.

Ports Victoria will consider privacy risks when introducing new systems, applications, technologies, services or initiatives that involve personal information, including artificial intelligence (AI), Generative AI and other emerging technologies. Ports Victoria will take reasonable steps to ensure these technologies are used in accordance with applicable privacy laws and organisational policies.

4.2 Use and disclosure

Ports Victoria will use or disclose personal information for the primary purpose for which it was collected, for a related purpose that would reasonably be expected, with the individual's consent, or where required or authorised by law.

Personal information may be used or disclosed to support Ports Victoria's operational, regulatory, administrative, safety, security, compliance and legal functions.

Ports Victoria may share personal information with government agencies, regulators, maritime safety bodies, law enforcement agencies and contracted service providers where there is a lawful basis to do so.

Ports Victoria may also be required to publish limited information in public registers where required by law. Where information is disclosed to contractors or service providers acting on behalf of Ports Victoria, appropriate contractual and privacy obligations approved by Legal must be applied.

4.3 CCTV and Operational Recordings

Ports Victoria uses CCTV and other operational recording systems to support safety, security, operational, incident management and regulatory activities. These recordings may contain personal information where an individual can be identified.

Where appropriate, Ports Victoria uses signage and other reasonable measures to notify individuals that recording is taking place.

Access to, use, disclosure, retention and disposal of CCTV footage and operational recordings is managed in accordance with applicable privacy laws, records management requirements and the CCTV and Operational Recordings Procedure.

4.4 Data Quality

Ports Victoria will take reasonable steps to ensure personal information is accurate, complete and up to date.

Ports Victoria relies on individuals to provide accurate and complete information and to notify Ports Victoria of any changes to their circumstances.

4.5 Data Security

Ports Victoria will take reasonable steps to protect personal, sensitive and health information from misuse, loss, unauthorised access, modification or disclosure through appropriate governance, physical, technical and administrative controls.

Ports Victoria requires suppliers and contractors that handle personal information on its behalf to apply appropriate measures to protect that information from misuse, loss, unauthorised access, modification or disclosure.

4.6 Storage, retention and disposal

Ports Victoria manages personal, sensitive and health information in line with its records management obligations under the *Public Records Act 1973* (Vic) and its Information Management Policy.

Ports Victoria will take reasonable steps to securely destroy or de-identify personal information when it is no longer required for the purpose for which it was collected, unless it must be retained by law.

4.7 Openness

This Policy is publicly available. Ports Victoria supports awareness of privacy responsibilities, privacy rights and the appropriate handling of personal, sensitive and health information through training, communications and other awareness activities.

4.8 Access and correction

Individuals may request access to, or correction of, personal information held by Ports Victoria.

Requests may be made to the Privacy Officer. Some requests may need to be managed under specific legislation, including the *Freedom of Information Act 1982* (Vic).

Ports Victoria will take reasonable steps to correct personal information it holds where the information is inaccurate, incomplete or out of date.

4.9 Unique identifiers

Ports Victoria does not assign, use or disclose unique identifiers unless this is necessary to carry out its functions.

Ports Victoria does not adopt an identifier assigned by another organisation for a different purpose.

4.10 Anonymity

Where lawful and practical, individuals may deal with Ports Victoria anonymously.

This may not be possible where identification is required for licensing, safety, security, operational or compliance reasons.

4.11 Transborder transfer of information

Ports Victoria may disclose personal information outside Victoria where necessary.

When this occurs, Ports Victoria will take reasonable steps to ensure appropriate privacy protections are in place.

4.12 Health Information

Ports Victoria manages health information in accordance with the *Health Records Act 2001* (Vic) and applicable privacy legislation.

Ports Victoria may collect, use and disclose health information where it is reasonably necessary to support its functions and activities, where the individual has provided consent, or where required or authorised by law. This may include health, medical or fitness-for-duty information needed for safety-critical, licensing, accreditation, certification or regulatory functions.

Health information is handled with a higher level of protection. It will only be used or disclosed for the purpose for which it was collected, or for a directly related purpose permitted by law.

5. Accountabilities and Responsibilities

Role	Responsibility
Employees & Contractors	- handle personal information in line with this Policy and related procedures - understand and comply with their privacy responsibilities when collecting, using, accessing, sharing, storing and disposing of personal information - complete required privacy awareness and training activities - seek advice from the Privacy Officer when unsure how personal information should be handled - raise any privacy concerns, risks, complaints, incidents or suspected breaches as soon as practicable
Board	- approves this Policy and sets the overall direction for privacy and information handling across Ports Victoria - provides oversight of how privacy risks are managed
Audit and Risk Committees	- supports the Board by overseeing privacy risks, controls and compliance - reviews reporting on privacy incidents and emerging issues - seeks assurance that privacy obligations are being met.
Chief Executive Officer	is accountable for Ports Victoria's overall compliance with privacy obligations

Role	Responsibility
	▪ supports a culture where personal information is handled appropriately ▪ ensures appropriate systems, resources and controls are in place.
Privacy Officer	▪ supports awareness of privacy responsibilities across Ports Victoria ▪ responds to privacy enquiries and complaints from employees, members of the public and other stakeholders ▪ supports the management of privacy incidents, privacy complaints and privacy risks ▪ supports Privacy Impact Assessments for new projects, systems and initiatives involving personal information ▪ maintains this Policy and related privacy guidance.
Data Owners (Business Owners)	▪ take responsibility for the personal information held within their business area ▪ support the appropriate collection, use and disclosure of personal information ▪ manage access to information based on business need ▪ identify and manage privacy risks within their operations.

6. Compliance and complaints

Ports Victoria uses processes, systems and controls to support compliance with privacy obligations and the appropriate handling of personal information.

A privacy breach is any act or practice involving the misuse, loss, unauthorised access, modification or disclosure of personal information, or otherwise not complying with applicable privacy laws.

Individuals who have concerns about how Ports Victoria has handled their personal information may contact the Privacy Officer:

- email to privacy@ports.vic.gov.au or
- mail to GPO Box 1135, Geelong, 3220

Ports Victoria will consider and respond to privacy concerns and complaints in accordance with applicable privacy legislation and internal processes.

If an individual is not satisfied with the outcome, they may make a complaint to the Office of the Victorian Information Commissioner (OVIC). In some circumstances, matters may be referred to the Victorian Civil and Administrative Tribunal (VCAT). Concerns about health information may also be referred to the Health Complaints Commissioner where applicable.

Ports Victoria manages and responds to privacy breaches in accordance with the Privacy Data Breach Procedure.

7. Privacy governance and assurance

Ports Victoria supports compliance with privacy obligations through appropriate training, awareness, monitoring, reporting, assurance and continuous improvement activities.

Privacy awareness and training will be provided to employees and contractors as part of onboarding and induction activities, supported by ongoing privacy education and awareness activities.

Privacy topics will also be included in Ports Victoria's annual governance awareness program.

8. Responsibility for the Policy

8.1. Approval Level Required

The Board is responsible for approving this Policy.

8.2. Responsibility for Implementation

The Chief Executive Officer has overall responsibility for implementation of this Policy.

8.3. Review Period

This Policy will be reviewed every three years, or earlier if required. Minor changes to titles and changes of legislation, provided they are not substantive, can be made by the Board Secretary and Senior Legal Counsel without the need for re-approval.

9. For more information

For enquiries about this Policy or how Ports Victoria handles personal information, contact the Privacy Officer via email: privacy@ports.vic.gov.au

The Privacy Officer function is carried out by the Governance and Information Manager at Ports Victoria.

10. Applicable legislation and supporting documents

Ports Victoria manages personal, sensitive and health information in accordance with applicable legislation, including:

- *Privacy and Data Protection Act 2014 (Vic)*
- *Health Records Act 2001 (Vic)*
- *Public Records Act 1973 (Vic)*
- *Freedom of Information Act 1982 (Vic)*
- *Marine Safety Act 2010 (Vic)*
- *Transport Integration Act 2010 (Vic)*
- *Port Management Act 1995 (Vic)*

This Policy is supported by relevant Ports Victoria policies, procedures and guidance, including:

- Privacy Data Breach Procedure
- CCTV and Operational Recordings Procedure
- Information Management Policy
- Ports Victoria's annual governance awareness program.

11. Version History

Version	Date	Who	Status
1.0	29 August 2024	CEO	Approved by CEO
2.0	19 August 2026	Audit Committee	Reviewed and endorsed to progress to Board for approval
	30 September 2026	Board	Approved

12. Definitions and acronyms

Term	Definition
Personal information	Information about an identified individual, or an individual whose identity can reasonably be ascertained. Depending on the circumstances, this may include names, contact details, photographs, identification information, online identifiers, location information, recordings and other information that can be linked to an individual.
Sensitive information	A type of personal information that includes matters such as health, beliefs or criminal history, and is subject to additional protections under the Privacy and Data Protection Act 2014 (Vic).
Health information	Information about an individual's physical or mental health, disability or health services provided or to be provided, including an individual's expressed wishes about future care.