

Collection Notice

Unitywater collects personal information through its Development Portal for the purposes of administering development applications, infrastructure applications, property and customer enquiries, service requests, payments, compliance activities, customer surveys, industry communications and other related operational and regulatory functions under applicable Queensland legislation, including the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* and other relevant laws.

The personal information we collect may include your name, contact details, organisation details, property information, payment information, correspondence, and any documents or plans you submit through the Portal.

We may also collect technical information relating to your use of the Portal, including login details, IP address, browser information, and system activity logs, for the purposes of user authentication, account management, security monitoring, fraud prevention, system administration, troubleshooting, service improvement, and compliance with legal and regulatory obligations.

Your personal information may be disclosed to:

- local councils and other government agencies
- contractors, consultants, and service providers engaged by Unitywater who support delivery of portal services, application processing, customer service, payment processing or technology operations.
- payment processing providers
- regulators, legal advisers, and auditors
- other parties where authorised or required by law.

Unitywater may use cloud and technology service providers, some of which may store or process information outside Australia, including support or hosting arrangements. Where this occurs, Unitywater takes reasonable steps, including contractual and security controls, to ensure your information is handled in accordance with applicable privacy obligations.

Providing requested information is generally necessary for us to process applications, provide services, manage accounts, and perform our statutory functions. If you do not provide requested information, we may be unable to process your application or provide requested services.

For further information about how Unitywater manages personal information, including how to access or correct your information or make a privacy complaint, please refer to our [Privacy Policy](#).