

DUNCAN YOUNG CONSULTING

leadership & communication

INFORMATION SECURITY POLICY

Duncan Young Consulting Pty Ltd (DYC) ensures that information stored within the infrastructure of DYC is at all times secure and dealt with in accordance with relevant privacy laws. DYC is bound by the Australian Privacy Principles established under the Privacy Act 1988 (Act).

DYC is committed to an open and transparent management of personal information that it is required to collect for both operational and regulatory purposes. The DYC Privacy Policy is guided by both the Australian Privacy Principles relating to processing of personal data. DYC will always endeavour to act in the best interests of our clients, and we are committed to ensuring the safety and privacy of all information held within our company.

DYC collects personal information through various means and for explicit and legitimate purposes and has procedures in place for rectifying inaccuracies and maintaining up to date data.

Compliance with this policy is mandatory. Breaching this policy is a disciplinary offence and will result in disciplinary processes or even result in criminal proceedings, depending on the nature of the offence.

The management of DYC are committed to continual improvement of the management of information security within the organisation. This policy expresses the intent of management with respect to information security.

Aim

The aim of this policy is to establish the high-level objectives concerning the security and confidentiality of all information, information systems, applications and networks owned, held or managed by DYC. Information security is intended to safeguard three main objectives:

- Confidentiality – data and information assets must be confined to the people authorised to access them and not be disclosed to others
- Integrity – data must be kept intact, complete and accurate and systems must be kept operational
- Availability – the information or system must be available for use by authorised users when required

Scope

This policy applies to all physical and electronic information assets, systems, networks, applications, locations, equipment, devices and users within DYC. All DYC staff, including part-time and full-time staff, are covered by this policy.

DYC will collect personal information directly from a client whenever possible, and will limit the personal information collected to that which is necessary for our functions or activities. DYC requests for personal and private information are relevant and limited to what is necessary for the purpose it is being processed. Personal and private information is held in accordance with regulatory retention requirements and the purpose for which it was collected.

DYC implements practices, procedures and systems to ensure compliance with privacy laws, to protect personal data against unauthorised access, damage or loss, and to appropriately manage any enquiries or complaints about privacy.

At Duncan Young Consulting we store your personal information securely, and have policies and procedures to ensure that your personal information is not misplaced or misused, and that unauthorised access to, or modification or disclosure of, your personal information does not occur.

We will generally only use or disclose your personal information for the purpose for which we collected it, and for related purposes we consider will be within your reasonable expectations. Consent will be sought prior to using or disclosing your personal information for another purpose, unless we are required or permitted by law to do so without seeking your permission.

Disclosure of Personal Information

- The personal information about you we hold may include your name and address, contact telephone number(s) and/or email address(es) and financial details. We may also hold any other personal information that you provide to us.

- All financial data is collected and stored on a secure processing server. Personal and financial data is collected for the primary purpose of providing our products and services, or information relating to those products and services to you, the customer.
- DYC does not hold any sensitive information about you unless you provide it to DYC.

Privacy Policy for Online Services

- “Online services” includes any services provided by DYC via the Internet (including email and web pages).
- DYC web site server automatically collects various items of information when you use our web site, including: your IP (“Internet Protocol”) address (which, in general terms, is a unique identifier assigned to your computer when it is connected to the Internet); the operating system and Internet browser software you are using; and the data that you download (such as web pages or other files), and the time that you download it. Although, in some circumstances, it may be possible to identify you from this information, we do not attempt to do so, and only use this information for statistical analysis, system administration, and similar related purposes. This information is not disclosed to any other party.
- DYC may collect personal information from you (such as your name, address, telephone number and email address, and any other personal information you volunteer) if you send us email or if you submit information to us using a message or feedback form. DYC will use this personal information to contact you to respond to your message, to send you information that you request, and for other related purposes we consider are within your reasonable expectations. We will not use or disclose any such information for any other purpose without your consent.
- If DYC receives your personal information, we will take reasonable steps to store it such that unauthorised access, modification, disclosure, misuse and loss are prevented.
- If any of the DYC online services (including any email messages we send to you) contain links to other online services that are not maintained by us (other services), or if other services link to our online services, we are not responsible for the privacy practices of the organisations that operate those other services, and by providing such links we do not endorse or approve the other services. This Privacy Policy applies only in respect of our online services.

To ensure the protection and integrity of the collected data, DYC reserves the right to modify or update this DYC Information Security Policy at any time without notice, in order to address changed circumstances or legislation, or improve data management practices. You may obtain a copy of the current version of the Information Security Policy by contacting DYC.