

FROM CONCERN TO ACTION: PRIVACY ESCALATION

Protect our customers. Protect Suttons. Protect yourself.



ESCALATION PROCESS FOR A POSSIBLE PRIVACY RISK

Use this when you identify a situation that could potentially lead to a privacy issue (e.g., documents left in an unsecured area, customer details stored on a personal device, or an unclear data request).

STEP 1

IDENTIFY

Clearly note the risk without intervening in a way that could worsen the situation.

STEP 2

REPORT IMMEDIATELY

Notify your Manager right away - they are your first point of contact.

STEP 3

MANAGEMENT REVIEW

The Dealership Management team will assess the situation in line with the Suttons Privacy Policy.



ESCALATION PROCESS FOR A SUSPECTED OR CONFIRMED PRIVACY RISK

Use this when a privacy incident has actually occurred (e.g., data leaked, sent to the wrong person, lost, stolen, or accessed without authorisation).

STEP 1

NOTIFY IMMEDIATELY

Notify your Manager, Financial Controller, and General Manager at once.

STEP 2

DO NOT ATTEMPT TO INVESTIGATE OR FIX

Do not try to investigate, correct, or contain the breach yourself. Unauthorised handling may increase risk.

NEED HELP?

For guidance with customer privacy requests contact Customer Care for assistance.

CUSTOMER CARE

(02) 8711 8619

customercare@suttons.com.au

BUSINESS CONTINUATION IN A MAJOR INCIDENT

If a major privacy incident occurs, our Business Continuation Plan will be activated to guide response efforts and maintain essential operations. Specific roles and procedures will be communicated by management at the time of activation.

BE AWARE!

Privacy breaches can result in legal action, financial penalties, regulatory investigations, and serious harm to our reputation.