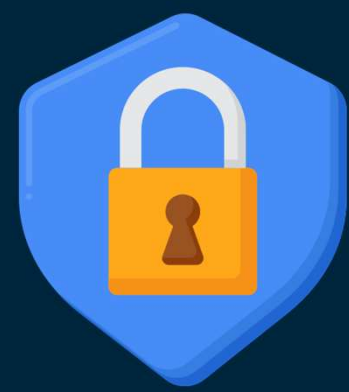




Privacy Escalation Training



What You Need to Know

We *All* Protect Privacy Now.

The privacy rules have changed.

This training covers what you **must do** to protect our customers, Suttons, and yourself.



The Big Change

What's New? You Are Personally Responsible.

The Privacy Act 2025 introduces serious changes including:

Personal Legal Action

For serious mistakes, employees can now face lawsuits personally.

Emotional Harm Claims

People can sue for stress and embarrassment, not just financial loss.

Your Duty

You must handle all personal information carefully, in line with the **Suttons Privacy Policy**, every single time.

Two Situations to Know

"Might Happen" vs. "Has Happened"

You might face one of two problems:

	"Might Happen" (Risk)	"Has Happened" (Breach)
What is it?	Something that <i>could</i> lead to a privacy issue.	A privacy problem that <i>has already occurred</i> .
Example	Customer files have been left on a desk overnight.	An email with customer details has been sent to the wrong person,

Action Plan: "Might Happen" (Risk)

If you see a possible risk, follow these steps:

Step 1: SPOT IT

Look for things that aren't right. For example:

- Papers with customer info left in an open area.
- A computer left logged in and unattended.



Step 2: TELL YOUR MANAGER

Contact your manager **immediately**. They are your first call and will start the official process.

Remember: Your job is to **spot it and report it**.



Action Plan: "Has Happened" (Breach)

If you know or suspect a real breach, ACT FAST.

STEP 1: TELL YOUR MANAGER IMMEDIATELY.

Your manager will escalate to the **Financial Controller and General Manager** right away. **Do not** wait.

STEP 2: FOLLOW THE OFFICIAL PROCESS.

Do not try to fix it or investigate it yourself.

Why is this so serious? A real breach can mean:

- Our customers' **private information is exposed** and **misused**.
- **Causes stress, worry, or financial harm** to our customers, staff, or Suttons.
- Damages Suttons' **reputation** as a trusted business.

Handling Customer Requests

If You're Unsure, Ask for Help.

Customers have legal rights to their personal information, including contracts of sale, phone recordings, work completed, i.e., service invoices. If a customer asks you for information and you're not sure how to respond, here's what to do – *you do not need to know all the rules yourself.*

Contact the Customer Care team. They can help you.

Requests about:

- Accessing their information (e.g., copies of contracts, invoices, call recordings).
- Changing or updating their details.
- How we communicate with them (e.g., opting out of calls).
- How their information is used or stored.

How to get help:

Call: (02) 8711 8619 or **Email:** customercare@suttons.com.au



Never guess. Asking for help protects the customer's rights and protects you.

Major Incident Plan

Our Business Continuation Plan

If a very large privacy incident occurs, we have a **Backup Plan (Business Continuation Plan)**.

Management will activate this plan and guide our response.

Your role is to make sure the incident is **reported correctly** using the steps you've learned so that leadership can act.



Who to Contact

Need help or need to report something?

For Problems (Risk or Breach):

- Your Manager
- Financial Controller
- General Manager
- Suttons Privacy Officer (John Vanderjagt)



For Customer Questions:

Customer Care: (02) 8711 8619 / customercare@suttons.com.au





Remember: *You* Are the First Line of Defence

Your actions matter.

See something? Say something. Always report it.

Don't guess. If you're unsure, ask for help from your Manager or Customer Care.

This protects:

Our customers.

Our company.

You.

