

# PRIVACY RISKS AND WHEN TO ESCALATE

*Protect our customers. Protect yourself.*



## ESCALATION PROCESS FOR A POSSIBLE PRIVACY RISK

Use this when you identify a situation that could potentially lead to a privacy issue.

### 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.

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.

## EXAMPLES OF WORKPLACE RISKS

Leaving contracts, IDs, or credit card info in plain sight

Storing customer data on personal devices, emails & accounts

Sending documents without verifying sender/recipient identity

Failing to securely dispose of sensitive records (i.e. payment info)

Leaving customer files on a shared printer

Talking about customer details in public spaces

- DO**
- Only store data in secure, authorised systems
  - Dispose of data properly (shred or securely delete)
  - Only use customer data for the specific purposes for which it was collected

- DON'T**
- Save data on personal devices or accounts
  - Share data with unauthorised people
  - Leave sensitive information unattended



SCAN TO VIEW GILBERT & ROACH'S PRIVACY POLICY

**NEED HELP?**

For guidance with customer privacy requests contact **Customer Care** Call 02 8711 8619 or email [customercare@gandr.com.au](mailto:customercare@gandr.com.au)