

PRIVACY RISKS AND WHEN TO ESCALATE

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.

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

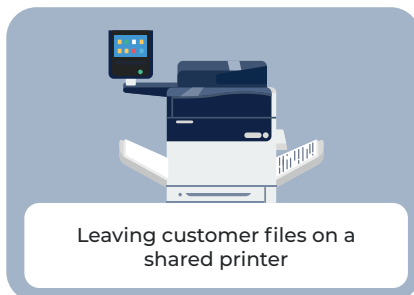
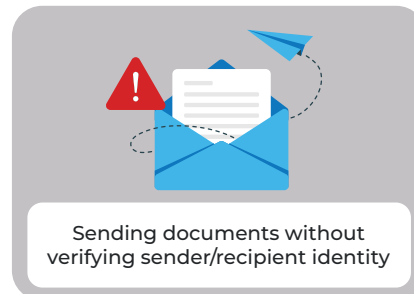
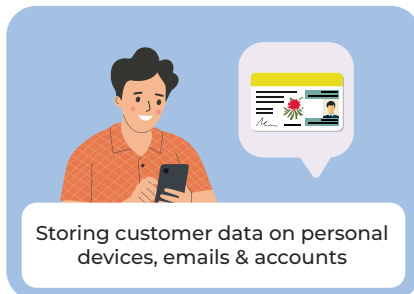
Notify your Manager, Financial Controller, and General Manager at once.

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



- 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 SUTTONS PRIVACY POLICY

NEED HELP?

For guidance with customer privacy requests contact **Customer Care** Call 02 8711 8619 or email customercare@suttons.com.au