

**engage**  
Australia



## Privacy Policy



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## 1 Introduction

### 1.1 Key Details

- Policy prepared by: Todd McGill (Operations Director)
- Approved by board / management on: March 2015
- Policy became operational on: March 2015
- Next review date: Not Scheduled

### 1.2 Overview

Information security is a holistic discipline, meaning that its application or lack thereof affects all facets of an organization or enterprise. The goal of the various Engage Australia (Engage Australia) Information Security Policies is to protect the Confidentiality, Integrity, and Availability of the data employed within the organization while providing value to the way we conduct business. Protection of the Confidentiality, Integrity, and Availability are basic principles of information security, and can be defined as:

- **Confidentiality** - Ensuring that information is accessible only to those entities that are authorized to have access, many times enforced by the classic "need-to-know" principle;
- **Integrity** - Protecting the accuracy and completeness of information and the methods that are used to process and manage it;
- **Availability** - Ensuring that information assets (information, systems, facilities, networks, and computers) are accessible and usable when needed by an authorized entity.

Engage Australia has recognized that our business information is a critical asset and as such our ability to manage, control, and protect this asset will have a direct and significant impact on our future success.

This document establishes the information security policies to ensure that the enterprise can efficiently and effectively manage, control and protect its business information assets and those information assets entrusted to Engage Australia by its Business Partners.

## 2 Related Documents

- Data Protection Policy
- Data Classification Policy
- Acceptable Use Policy
- Account Management Policy
- Administrator/Special Access Policy
- Backup Policy
- Incident Management Policy
- Network Configuration Policy
- Network Access Policy
- Password Policy
- Information Resource Physical Security Policy
- Mobile Computing Policy
- Privacy Policy
- Security Training and Awareness Policy



- Software Licensing Policy
- Vendor/Third-Party Access Policy
- Virus Protection Policy

### 3 Purpose

The purpose of the Engage Australia Privacy Policy is to clearly communicate the Engage Australia Privacy expectations to Information Resource users.

### 4 Scope

This policy applies to all Engage Australia and customer data assets that exist in any Engage Australia processing environment, on any media during any part of its life cycle. The following entities or users are covered by this policy:

- Full or part-time employees of Engage Australia who have access to Engage Australia or customer data;
- Engage Australia vendors or processors who have access to Engage Australia or customer data;
- Other persons, entities, or organizations that have access to Engage Australia or customer data.

### 5 Definitions

The Engage Australia processing environment that this policy applies to is comprised of:

- Applications - Application software is system or network-level routines and programs designed by (and for) system users and customers. It supports specific business-oriented processes, jobs, or functions. It can be general in nature or specifically tailored to a single or limited number of functions;
- Systems - A system is an assembly of computer hardware (e.g., sub-networks, application servers, file servers, workstations, data, etc.) and application software configured for the purpose of processing, handling, storing, transmitting, and receiving data, that is used in a production or support environment to sustain specific applications and business organizations in their performance of tasks and business processes;
- Networks - A network is defined as two or more systems connected by a communication medium. It includes all elements (e.g., routers, switches, bridges, hubs, servers, firewalls, controllers, and other devices) that are used to transport information between systems.

### 6 Audience

The Engage Australia Privacy Policy applies equally to all individuals who use any Engage Australia Information Resource.

### 7 Policy

- Electronic files created, sent, received, or stored on Information Resources owned, leased, administered, or otherwise under the custody and control of Engage Australia are not



private and may be accessed by Engage Australia Information Security employees at any time, under the direction of Engage Australia executive management and/or Human Resources, without knowledge of the Information Resource user or owner;

- To manage systems and enforce security, Engage Australia may log, review, and otherwise utilize any information stored on or passing through its Information Resource systems in accordance with the provisions and safeguards provided in Engage Australia Information Resource standards. For these same purposes, Engage Australia may also capture user activity such as telephone numbers dialed and web sites visited;
- Systems Administrators, Information Security, and other Engage Australia IT personnel may have privileges that extend beyond those granted to standard business users. Personnel with extended privileges may not access files and/or other information that is not specifically required to carry out an employment related task;
- Business partners and other third parties have entrusted their information to Engage Australia for business purposes, and all workers at Engage Australia must do their best to safeguard the privacy and security of this information;
- Users must report any weaknesses in Engage Australia computer security, any incidents of possible misuse or violation of this agreement to the proper authorities by contacting Engage Australia IT Support;
- Users must not attempt to access any data or programs contained on Engage Australia systems for which they do not have authorization or explicit consent;
- Managers may be granted access to an employee's files and email account upon a reporting employee's departure from Engage Australia when requested through Human Resources.

## 8 Breach of Policy and Enforcement

A breach of this policy could have severe consequences to Engage Australia, its ability to provide services, or maintain the integrity, confidentiality, or availability of services.

Intentional misuse resulting in a breach of any part of this policy will result in disciplinary action at the discretion of Engage Australia senior management. Severe, deliberate or repeated breaches of the policy may be considered grounds for instant dismissal; or in the case of a Engage Australia vendor, termination of their contracted services. All employees and vendors are bound by these policies and are responsible for their strict enforcement.