



## Privacy & Confidentiality Policy

### Purpose:

Community Audits Australia (CAA) will be responsible for the management of information obtained or created during the performance of certification activities, except for information that the client makes publicly available or when agreed between CAA and the client. All other information will be considered confidential.

### Scope:

This document applies to all CAA employees/contractors and CAA clients.

### Policy/Procedure:

To ensure consistency with the Privacy Act (1988), CAA will:

- Only collect information required to meet the CAA audit responsibilities;
- CAA will inform the client; in advance of the information it intends to place in the public domain;
- Promote the protection of the privacy and CAA organisational information;
- This includes appropriate measures to protect electronic materials and material stored and generated in hard copy.

***Only CAA employees or contract auditors will have access to information.***

CAA will use the organisation/individual contact details to:

- Process applications and renewals for audit purposes;
- Process payments;
- Provide information that has any relevance to audit process;
- Provide clients with any relevant news and information.



CAA will use organisation/individual identifier:

- To conduct any studies and analyse any research;
- To provide CAA's management with a more comprehensive understanding of the Quality Systems in place in clients' organisations;

CAA may disclose organisational information in order to comply with mandatory reporting requirements and the National Privacy Principles described in the Privacy Act (1988) that indicate an organisation may disclose information if:

It reasonably believes that the use or disclosure is necessary to lessen or prevent:

- a serious and imminent threat to an individual's life, health or safety;
- a serious threat to public health or public safety.

It reasonably believes that the use or disclosure is reasonably necessary for one or more of the following by or on behalf of an enforcement body:

- the prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction or breaches of a prescribed law;
- the enforcement of laws relating to the confiscation of the proceeds of crime;
- the protection of the public revenue;
- the prevention, detection, investigation or remedying of seriously improper conduct or prescribed conduct.

If CAA is required by law or authorised by contractual agreements to release confidential information, they may notify the contact person of the organisation to advise that confidential information has been released, unless prohibited by law.

Information about the client obtained from sources other than the client (e.g from the complainant or from regulators) will be treated as confidential.

## References:

*Privacy Act (1988) (Compilation No. 90; Registered 01 April 2022)*

*Privacy Amendment (Private Sector) Act 2000*

*AS/NZS ISO/IEC 17065:2012*