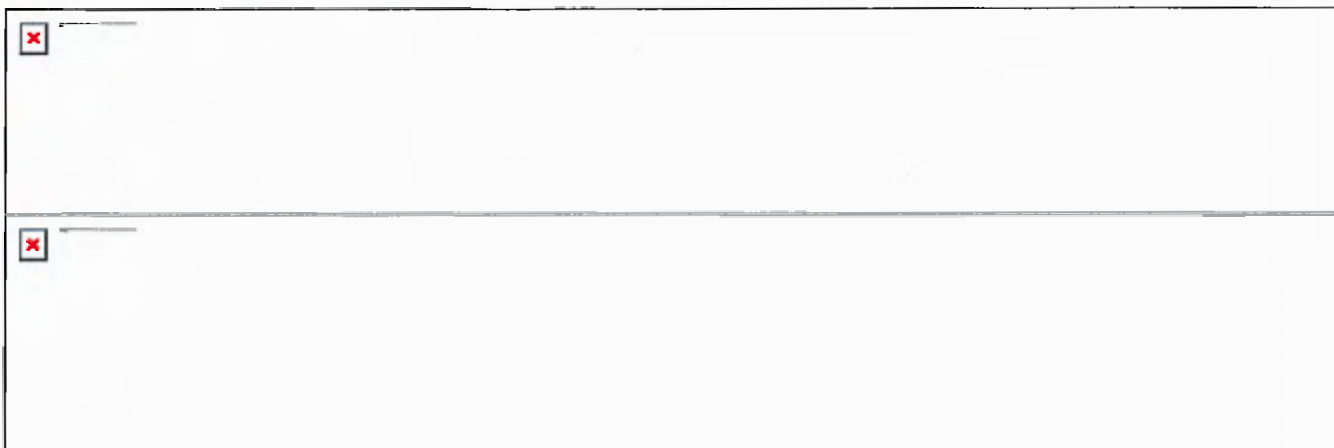


[REDACTED]

From: Geoffrey J Magoffin [REDACTED]
Sent: Tuesday, 26 September 2017 11:42 AM
To: [REDACTED]
Subject: A message from our General Manager - accessing customer records



Hi everyone,

As you are aware, confidentiality of customer records is paramount at all times and legislated by the Information Privacy Act 2009. This is especially important as our branch is the custodian of significant and sensitive information relating to individuals, corporations and other entities.

Accessing a record can refer to when it is opened, viewed, read, printed, copied or changed.

Records can be accessed only by authorised employees using their granted role user profile when required, in line with job responsibilities and when legislation/policy permits.

Unauthorised access is prohibited by law. Customers and the community are entitled to privacy of their personal information, as prescribed in the Information Privacy Act 2009.

It is therefore important that you know and understand your duties and are accountable under law for your actions. Unauthorised access can result in disciplinary action, loss of job and a potential for criminal proceedings. Additionally, TMR can be prosecuted for failing to adequately safeguard customer information if an employee breaches the privacy act.

If you have access to TICA or TRAILS systems you are required to complete the [CSB Staff Responsibilities training](#) on Accelerate on an annual basis.

Every CSB employee must display the highest standards of integrity to enhance public confidence and trust in our department and I strongly encourage you to revisit CSB's [Accessing Customer Records policy](#) on InsideCSB. If you still unsure of what constitutes authorised and unauthorised access to personal information, please speak with your manager.

Regards,

Geoff Magoffin
General Manager
Customer Services Branch

