

To: All CSB staff

From: Clive Lowe

Subject: Information Privacy – Know it

Release date: w/c Monday 2 September

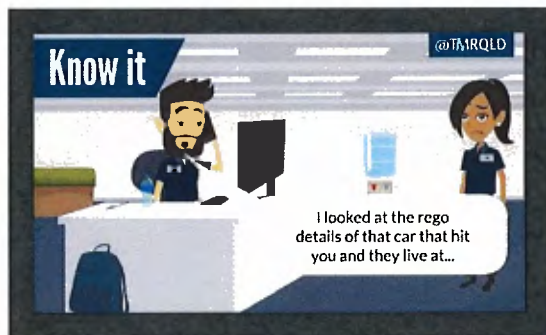
Hi everyone

Today I'm introducing the **Know it** animation as part of our **See it, Hear it, Find it, Know it, Report it** information privacy campaign.

While the majority of our people do the right thing in protecting our customer's personal information, you might be faced with a situation where you know a colleague has breached the [Accessing Customer Records Policy](#).

Knowing that someone you work with has breached the policy and that you have an obligation to report this, would be a tough situation. What you do next is important. Reporting a breach means you have met your obligations and protected our customer's information.

Please take the time to watch this short 1-minute animation about the importance of taking appropriate action if you witness a colleague doing the wrong thing with customer's personal information.



Remember, unauthorised access of someone else's personal information is a very serious matter, an unlawful invasion of privacy, and is a breach of the Code of Conduct.

If you have any questions, please speak with your manager or local HR representative.

Kind regards

Clive Lowe

Regional Director (SEQ South Region)