

## Access to Customer Records Toolbox Talk



### Talk Content (5 minutes)

An updated policy, which we all need to be aware of, has been released in relation to accessing customer records. You can access this policy on DocBase and the link has been provided for you on your handout.

The main points to note in regards to this policy are:

- A customer record is any information collected by TMR and stored physically or electronically.
- Accessing customer records could refer to any action such as viewing, reading, printing, copying or changing records available through the TMR network.
- We are only authorised to access records when:
  - ✓ It is in line with our current job
  - ✓ You are using the User Profile granted to you for your current position
  - ✓ It is not prohibited by any legislation or policy
- We are NOT authorised to access records when:
  - ✓ Using a TICA/TRAILS login or profile that was granted for another purpose or person.
  - ✓ Accessing your own, friends, relatives, or other persons records, even with their permission, where a conflict of interest (actual, perceived or potential) exists.
  - ✓ Accessing a customer record on behalf of another person, including a TMR employee, where such access would be unauthorised access if it were undertaken by that person.
  - ✓ Accessing a customer record, even with the customers' permission, if the access is not authorised.
  - ✓ Checking up on customer compliance with other rules where not directly related to your duties at that time.

**We are all responsible for safe guarding the information within our controls**  
You can find more detailed information about this policy on your handout and in DocBase



### Group Discussion Questions (5 minutes)

1. How will this policy affect our centre?
2. How will this policy affect you in your day to day role?
3. Who can provide an example of a situation where we might need to be particularly careful? Why?

*Refer to back page of talk for suggested responses.*



### Group Activity (5 minutes)

**(Please refer to Facilitator Notes for more details on how to run this activity)**

1. Ask staff to think about the Positive things about this policy
2. Ask staff to think about the negative things about this policy
3. Ask staff to think about the Interesting things about this policy.
4. Ask why we think it is important to refresh our knowledge about this policy regularly?



### Summary (2 minutes)

- Know your job responsibilities and what is appropriate and what isn't when accessing customer records
- Ensure that you are following current policies and procedures and using best practice when accessing customer records
- Only access records if it is:
  - in-line with your current job,
  - if you have an appropriate User Profile for the access
  - In line with current legislation and policy.



**Group Discussion Responses**

*These are suggested responses only; your staff may have other suggestions also.*

1. How will this policy affect our centre?
  - o Possibly not much change to what we currently do
  - o We will be more vigilant in our daily access to customer records
2. How will this policy affect you in your day to day role?
  - o Remembering to keep a clean desk
  - o Lock PC when not at desk
  - o Being aware of best practice
3. Who can provide an example of a situation where we might need to be particularly careful? Why?
  - o When a family member asks us to update information
  - o When we leave information on our counter that other customers might be able to view



**Group Activity Responses**

*These are suggested responses only; your staff may have other suggestions also.*

Plus	Minus	Interesting
<ul style="list-style-type: none"> <li>• It covers us legally so that we aren't liable for any breaches</li> <li>• It demonstrates best practice</li> <li>• It provides us with clear guidelines on what is and isn't acceptable</li> </ul>	<ul style="list-style-type: none"> <li>• We can't access the information of our friends and family and they might not be understanding of this</li> <li>• We need to be very aware of our daily tasks and when access is permissible</li> <li>• We can't quickly change our own details</li> </ul>	<ul style="list-style-type: none"> <li>• The policy hasn't really changed it is what we already adhere to</li> <li>• That it has become a priority for the business again – maybe some people haven't been doing the right thing</li> </ul>



# When it comes to information privacy, a peek is a breach!



**We all have an obligation to make sure our customers' personal information remains safe and secure.**

**Unauthorised access of someone else's personal information is a very serious matter. Even a simple peek is a breach of the TMR Code of Conduct and is an unlawful invasion of privacy.**

The consequences for this kind of behaviour can go beyond disciplinary action from TMR.

It may also:

- result in a criminal conviction
- impact on the customer's circumstance and safety
- damage your own and TMR's reputation
- result in TMR being prosecuted.

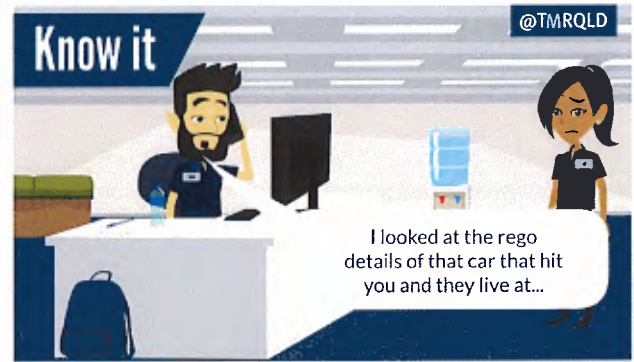
We have an obligation to report breaches to those affected. We monitor and record system activity, so if you do the wrong thing you will be caught.

## Don't risk it!

### More information

Refer to CSB's Accessing Customer Records policy on InsideCSB for more information or talk to your manager.

# See it, Hear it, Find it, Know it, Report it!



We all have a role to play in protecting the privacy and confidentiality of customer information.

As protectors of this information, we need to display the highest standards of integrity at all times to ensure continued public confidence and trust.

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

If you **See it, Hear it, Find it or Know it**, you must **Report it** to your supervisor, manager, local HR rep or TMR's Ethics Unit.

When it comes to information privacy, a peek is a breach!



## More information

Refer to CSB's Accessing Customer Records policy on InsideCSB or talk to your manager.



## **A peek can cost you far too much. Don't risk it.**

Unauthorised access of someone else's personal information is a serious matter. Even a simple peek is a breach of the TMR Code of Conduct and is an unlawful invasion of privacy.

Unauthorised access includes accessing:

- your own customer records
- a friend or family member's records (even if they've asked you to!)
- a customer record on behalf of another person, including a TMR employee, if the access would be unauthorised if undertaken by that person.

For more information, refer to CSB's Accessing Customer Records policy or talk to your manager.

## Peek is a breach refresher campaign August 2019

To: All CSB staff

From: General Manager

Subject: GM message – See it, Hear it, Find it, Know it, Report it!

Release date: w/c Monday 5 August

Hi everyone

As you would know, we all have an obligation to make sure our customer's personal information remains safe and secure and that we only access their information to assist in customer service delivery.

So, what do you do if you see a colleague who is possibly doing the wrong thing with customer information or hear something you could investigate on your own?

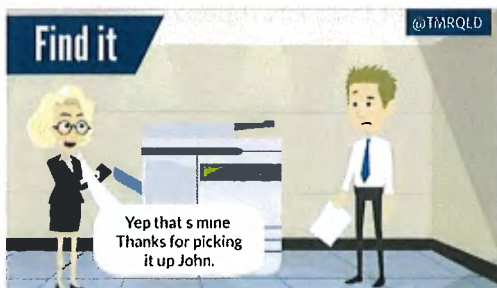
Well, if you **See it, Hear it, Find it or Know it, you must Report it!**

Over the next four weeks, some of our senior leaders will share a series of short animations with realistic scenarios from across our business, about accessing customer records in our branch and how we can all protect the privacy and confidentiality of customer information.

I encourage you to refresh your information privacy knowledge by reading these messages and watching the animations.

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.

## See it, Hear it, Find it, Know it, Report it!



If you have any questions, please speak with your manager or local HR representative. [Our Accessing Customer Records policy](#) is also available on InsideCSB.

Kind regards

Geoff Magoffin

General Manager

## CCC EXHIBIT

**To:** All CSB staff

**From:** Nick Marsden

**Subject:** Information Privacy – See it

**Release date:** w/c Monday 12 August

Hi everyone

Today I'm introducing the **See 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 see a colleague potentially doing the wrong thing and breaching the [Accessing Customer Records Policy](#). This could include a colleague:

- copying down customer information; or
- taking a photo of customer information with their smartphone; or
- taking screenshots of customer information on their computer and emailing or Skyping the details to another person.

Please take the time to watch this short 1-minute animation about the importance of taking appropriate action if you witness a colleague who could be 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

Nick Marsden

Regional Director (Central Region)



## CCC EXHIBIT

**To:** All CSB staff

**From:** Steve Beck

**Subject:** Information Privacy – Hear it

**Release date:** w/c Monday 19 August

Hi everyone

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

In the workplace, we are exposed to lots of information and conversations. Although you may not be able to always control what you hear at work, you can control what you do next, and our latest animation explores this scenario.

'Jim', a Customer Service Officer, overhears a Driving Examiner on his lunch break talking about getting a speeding fine and potentially losing his licence.

Please take the time to watch this short 1-minute animation to see how Jim appropriately handles this situation and avoids a privacy breach.



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. [Our Accessing Customer Records policy](#) is also available on InsideCSB.

Kind regards

Steve Beck

Regional Director (Southern Region)

## CCC EXHIBIT

**To:** All CSB staff

**From:** Adam Ainsworth

**Subject:** Information Privacy – Find it

**Release date:** w/c Monday 26 August

Hi everyone

Today I'm introducing the **Find 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 discover a colleague potentially doing the wrong thing and breaching the [Accessing Customer Records Policy](#). The choice that you make next is important, as you will see from the animation.

Please take the time to watch this short 1-minute animation about the importance of taking the appropriate action if you discover a colleague who might be 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

Adam Ainsworth

Regional Director (Northern Region)

To: All CSB staff

From: Clive Lowe

Subject: Information Privacy – Know it

Release date: w/c Monday 2 September

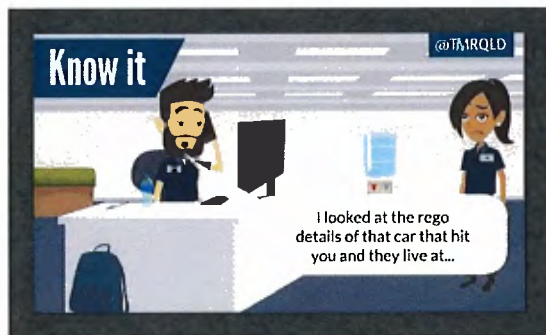
Hi everyone

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)