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HR3 Pty Ltd

Information Handling Policy



Document name:	HR3 Information Handling Policy.doc
Description:	Describes HR3's policy when handling Confidential Information on behalf of a client.
Last Amended:	12 October 2009

Introduction

Although HR3 Pty Ltd (HR3) does not collect nor retain Personal Information (as defined in the National Privacy Principles) as part of its business activities, on occasion HR3 Pty Ltd may be required to have temporary access to Confidential Information (ie. information from which an individual's identity is apparent or can reasonably be ascertained). For example, an organisation may send HR3 a copy of their payroll database in order for HR3 to perform a database conversion or to diagnose a particular software support problem.

HR3's Information Handling Policy has been introduced as a matter of regulatory compliance as well as being good business practice. People dealing with HR3 will have greater confidence in knowing that their Confidential Information is handled in an appropriate manner.

Application

This policy applies to all HR3 staff and contractors and each of these parties should be provided with a copy of the policy (as amended from time to time). Additionally, their acknowledgement/consent to the policy must be sought and, where given, recorded. The policy applies to all Confidential Information collected by any means.

Handling Confidential Information

For the period that HR3 has access to the Confidential Information, it must be stored securely. The database must be password protected, with access limited to authorised staff only. If requested by the sending organisation, all copies of the Confidential Information must be deleted once the requested task has been performed by HR3. No paper-based records will be retained.

Confidential Information provided to HR3 must be used only for the purposes for which it was provided to HR3 by the organisation that supplied the information. It must not be disclosed to any third party for any other purpose, except where the express written consent of the organisation that supplied the information has been granted.

Use of Confidential Information

Confidential Information is that which a reasonable person would know, by the very nature of the information, is confidential. It may also include information that is marked confidential or stated to be confidential where imparted to the recipient verbally. Typically, information that is commercially sensitive, such as personnel information is confidential.

All Confidential Information received by HR3 must be treated as confidential. This is a requirement under common law, may be required under contract and is essential in maintaining trust in business relationships. As with Personal Information, Confidential Information must be:

- used only for the purposes for which it was disclosed, eg. to diagnose a software support issue or perform a database conversion;
- stored securely with appropriate access controls (restricted personnel access to files, physical and electronic security); and
- destroyed when no longer required.

Further Information

If you require further information on this policy or its application to your activities, please refer to the contact below;

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