# Privacy Confidentiality of Information Policy

## 1. Purpose

Riverina Traffic Services Pty Ltd (RTS) is committed to protecting the privacy of individuals and maintaining the confidentiality of information obtained in the course of its business operations. This policy outlines RTS's obligations and expectations in relation to the collection, use, storage, disclosure, and protection of personal, confidential, and sensitive information.

## 2. Scope

This policy applies to:

- All RTS employees, contractors, labour hire workers, and management
- All personal, confidential, and commercially sensitive information handled by RTS
- Information in all formats, including electronic, paper-based, verbal, and visual

## 3. Policy Statement

RTS will:

- Collect and handle information lawfully, fairly, and transparently
- Protect information from unauthorised access, misuse, loss, or disclosure
- Use information only for legitimate business and legal purposes
- Respect the privacy rights of workers, clients, contractors, and stakeholders

Breach of privacy or confidentiality obligations may result in disciplinary action, up to and including termination of employment or contract.

## 4. Privacy Principles

RTS will comply with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth), including:

### 4.1 Collection of Information

RTS will collect only information that is:

- Necessary for business, employment, WHS, or legal purposes
- Collected by lawful and fair means
- Relevant, accurate, and up to date

Personal information may include names, contact details, employment records, medical information, incident reports, and identification details.

### 4.2 Use and Disclosure

RTS will:

- Use information only for the purpose for which it was collected, or as required by law
- Not disclose personal or confidential information without authorisation, consent, or lawful requirement
- Limit access to information to authorised personnel only

## 5. Confidentiality of Information

### 5.1 Confidential Information

Confidential information includes, but is not limited to:

- Employee and contractor records
- Medical and injury management information
- Client and supplier details

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- Commercial, financial, and pricing information
- Policies, procedures, and internal documents
- Incident reports and investigation materials

### 5.2 Confidentiality Obligations

All workers must:

- Maintain confidentiality during and after their engagement with RTS
- Use information solely for authorised work purposes
- Not remove, copy, or disclose confidential information without approval
- Secure information against unauthorised access

## 6. Information Security

### 6.1 Physical and Electronic Security

RTS will implement reasonable security measures, including:

- Password-protected systems and controlled access
- Secure storage of paper records
- Access controls based on role and responsibility
- Regular system monitoring and backups

### 6.2 Personal Devices and Remote Access

Where personal devices are used for RTS work:

- RTS information must be protected from unauthorised access
- Devices must be secured with passwords or equivalent controls
- RTS information must not be stored or transmitted insecurely

## 7. Medical and Sensitive Information

Medical, health, and other sensitive information will:

- Be collected only where necessary and lawful
- Be stored securely and separately where required
- Be accessed only by authorised personnel
- Be disclosed only with consent or where legally required

## 8. Access, Correction and Complaints

### 8.1 Access and Correction

Individuals may request access to, or correction of, their personal information held by RTS, subject to legal limitations.

### 8.2 Privacy Complaints

Privacy concerns or suspected breaches must be reported to RTS management or the Privacy Officer. RTS will:

- Investigate complaints promptly
- Take corrective action where required
- Comply with reporting obligations under applicable legislation

## 9. Breaches and Disciplinary Action

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Unauthorised access, misuse, or disclosure of information may result in:

- Disciplinary action
- Termination of employment or contract
- Legal or regulatory reporting obligations

## 10. Related Policies and Legislation

- Workplace Conduct and Anti-Discrimination Policy
- Internet Email Mobile Phone Telephone Social Media Use Policy
- Work Health and Safety Act 2011 (NSW)
- Privacy Act 1988 (Cth) and Australian Privacy Principles

## 11. Review and Approval

This policy will be reviewed:

- At least annually
- Following legislative change or a privacy incident

Signed by Chief Executive Officer:

Shane Egan: ..... 12/02/2026
(Name) (Signature) (Date)

| Owner | Riverina Traffic Services Pty Ltd |
|---|---|
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