



“CUSTOMERS AND THE PRIVACY ACT” (2 HOURS)

- Does your business or organisation comply with the Privacy Act?
- Do team members unknowingly breach it?
- Do they know how to handle complaints about breaches of privacy?
- Is your business or organisation legally and financially at risk in this area?

Would you like a cost-effective solution to this problem?

"Customers and the Privacy Act" provides team members with a clear understanding of how and where the Privacy Act applies to their business or organisation generally as well to their specific roles. It also educates and empowers them on the importance of compliance with the Act and with how to comply with it when supplying products and/or services to customers.

Topics include:

- Why do we need Privacy Laws?
- What are our Customers' Rights?
- What is Confidential Information?
- The 10 Privacy Principles
- Handling Confidential Information
- Collecting Confidential Information
- Disclosure of Confidential Information
- Storing Information Securely
- Accessing Confidential Information
- Privacy Complaints

The program comes with a comprehensive participant workbook and includes practice of various real-to-life scenarios where the Privacy Act impacts on the provision of products and/or services to customers.