LMM IT

Policies Template

Version: V1.5

Client name. <company name>

Revision Number. <version of this document>

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# Privacy Policy

Policy Document number: <unique document number for organisation>

Current until: <valid date range for this policy to be current>

## Background

How does this policy fit into the organisation?

Why is it necessary?

This policy is based on <Full name, year, and hyperlink to the relevant Federal Act for Privacy> and the Australian Privacy Principles as contained in <the relevant section> of this Act.

## Purpose

The purpose of this policy is to set out guidelines to be followed by all staff in the collection and handling of client information for <company name>.

## Policy Statement

All staff must adhere to the following policies relating to the collection and usage of client information:

You should refer to the Act and the Australian Privacy Principles (APPs) but at a **minimum**, this section should cover (**minimum three {3} statements**):

* Statements that the company will not do the following unless consent from the client has been received:
  + Collect information that is not related to the company.
  + Collect sensitive information.
  + Disclose or give out personal information to overseas organisation.
* A statement on how the company will:
  + Ensure that the personal information kept is accurate and up-to-date and protected from misuse or accidental disclosure.
  + Give clients access to their information within a reasonable period.

Details on ensuring and maintaining the integrity, confidentiality, security, and availability of information that is collected and how personal information will be kept safe and secure from unauthorised access, modification or disclosure, misuse, and loss:

**Area must cover:**

* Preventing unauthorised access
* Data accuracy
* Appropriate collection, storage, and usage of information

This may include details such as (**describe minimum of 4**):

* Features of server operating systems that can implement restrictions.
* Keeping hard copy files in properly secured cabinets.
* Allowing staff to access personal information on a ‘need to know' basis only.
* Regularly monitoring information handling practices to ensure they are secure.
* Password protection.
* Backups.
* Offsite storage.
* Encryption.
* Firewalls.
* Cookie removers.
* Anti-virus scanners.
* Checking that all personal information has been removed from electronic devices before they are sold or destroyed.
* Deleting out-of-date customer records and how this will be done i.e.:
  + Shred, pulp or destroy paper records.
  + Dispose of files in security bins.
  + Delete electronic records or files securely so that they cannot be retrieved.

## Distribution

Detail how the policy and updates are to be distributed so it is easily accessible and who it is to be distributed to.

# Copyright and IP Policy

Policy Document number: <unique document number for organisation>

Current until: <valid date range for this policy to be current>

## Background

How does this policy fit into the organisation?

Why is it necessary?

The purpose of this Policy is to inform staff of Copyright and IP requirements as set out in <Full name, year, and hyperlink to the relevant Federal Act for Copyright> and specifically Sections <the relevant sections of the Act> of the Act. When dealing with intellectual property (IP) staff need to be aware of the following:

* Item 1
* Item 2
* Item 3
* Item 4

## Purpose

It is important that staff at <company name> understand what they can and cannot do with materials both created within the workplace, obtained from the Internet, and supplied by the client.

## Copyright and IP Statement

All staff must adhere to the following policies relating to Copyright and IP issues within the workplace:

You should refer to the Act but at a **minimum**, this section should cover (**four {4} statements, including IP**):

* Copyright issues relating to the copying, backup and personal use of computer software and programs.
* A copyright statement on who owns any material created by staff – this should include websites, graphics, documents etc.
* An Intellectual Property (IP) relating to the handling of client information relating to technical documentation and data.
* Downloading/uploading of images (address both personal and professional use and consider all mediums i.e., emails, internet, social media websites).
* Specific details on copyright issues relating to the use of images and other material from the Internet – downloading, copying, distributing.
* Detail what staff MUST do before using material from the Internet.

## Distribution

Detail how the policy and updates are to be distributed so it is easily accessible and who it is to be distributed to.

# Ethics Policy

Policy Document number: <unique document number for organisation>

Current until: <valid date range for this policy to be current>

## Background

How does this policy fit into the organisation?

Why is it necessary?

## Purpose

The purpose of this policy is to set out standards of behaviour expected of staff within the <company name>. This policy is based on the <Full name and hyperlink to the appropriate IT standard Code of Ethics>.

## Ethics Statement

All staff must adhere to the following policies relating to appropriate behaviour within the workplace:

You should refer to the relevant Industry Code of Ethics but at a **minimum**, this section should cover (**all following points**):

* Dealing with clients.
* Professionalism.
* Competence.
* Diligence.
* Honesty.
* Professional development.
* Integrity.
* Respect.
* WHS aspects.

## Review and procedure

Outline the steps an employee should follow if they need to report an ethical issue in the workplace. Show escalation until resolution in your steps so the procedure covers all ethical issues, big and small (**minimum three {3} steps**).

## Distribution

Detail how the policy and updates are to be distributed so it is easily accessible and who it is to be distributed to.

# Grievance Policy

Policy Document number: <unique document number for organisation>

Current until: <valid date range for this policy to be current>

## Background

How does this policy fit into the organisation?

Why is it necessary?

## Purpose

The purpose of this policy is to set a process that staff within the <company name> can address a grievance. This policy is based on the <Full name and hyperlink to the appropriate IT standard Code of Ethics>.

## Grievance Statement

All staff must utilise the following policy relating to grievance processs within the workplace:

What factors should be considered in deciding whether a voluntary industry code would be the most appropriate tool to achieve effective compliance, as such you must consider the following points:

• the issue being addressed

• the nature of the industry (e.g. is it a service industry or product industry? Is it an emerging industry or mature industry?)

• the size and structure of the industry or sector for which the code is proposed

• other industry circumstances such as the geographic spread and cohesiveness of the industry

• the history of the industry in relation to the conduct or objective the code is aiming to address

• an assessment of the current degree of confidence, trust or credibility the industry has with the community and consumers

• an assessment of whether a particular regulatory arrangement could deliver the identified objectives, depending on the likely staff confidence

• identifying those features of a particular regulatory model that will inspire staff, and ensuring they are integral to the model’s adoption and implementation.

## Review and procedure

Outline the steps an employee should follow if they need to report an issue in the workplace. Show escalation until resolution in your steps so the procedure covers all issues, big and small (**minimum three {3} steps**).

## Distribution

Detail how the policy and updates are to be distributed so it is easily accessible and who it is to be distributed to.