



Schedule 1

Privacy Officer Information:

Name	
Position / Title	PRIVACY OFFICER
Contact Phone Number	
Email	
Company/Organisation Address	TOWNSVILLE AUTO GROUP PTY LTD ACN 609 317 955
Address for Service	

## APPENDIX A

### Data Breach Register

To be completed in accordance with procedure set out in Response Plan

Date of Incident	Details of Incident	Date became aware of incident	Is serious harm suspected?	Date Assessment commenced	Date Assessment due (30 days from awareness)	OAIC and affected individuals notified?	Date Incident closed

## Appendix B

*[To be printed on Pickerings' letterhead]*

Australian Privacy Commissioner  
Office of the Australian Information Commissioner  
GPO Box 5218  
Sydney NSW 2001

[insert date]

Dear Sir/Madam,

### NOTIFICATION OF ELIGIBLE DATA BREACH

We are writing to notify you that Townsville Auto Group Pty Ltd (**Pickerings**) has reason to believe that an eligible data breach has occurred in relation personal information held by Pickerings.

In particular, we advise of the following details in relation to the suspected eligible data breach:

- (a) [insert a description of the eligible data breach];
- (b) [insert a description of the kind or kinds of information concerned];
- (c) [insert a description of what [insert client name] has done in response to the eligible data breach];
- (d) [insert Pickerings' recommendations about the steps that individuals should take in response to the eligible data breach].

[If there are reasonable grounds to believe that one or more other entities has committed an eligible data breach, then this may be included as a fifth point above, along with identity and contact details of this entity]

[NB: Select one of the two following paragraphs, as applicable]

[We confirm that Pickerings is currently taking reasonable steps to notify any individuals about whom the information relates and/or any individuals who may be at risk from the eligible data breach of the content of this notification.]

OR

[It is not practicable for Pickerings to notify the individuals about whom the information relates or any individuals who may be at risk from the eligible data breach. However, we confirm that Pickerings is in the process of publishing this notice on its website and is currently taking reasonable steps to publicise the contents of this notice].

If you have any questions or require any further information, please contact [insert name of Privacy Officer] using the details below.

Regards,

[Sign-off]

## Appendix C

---

*[To be printed on Pickerings' letterhead]*

Dear [insert "name" or "valued customer" or otherwise an appropriate greeting],

We are writing to you to let you know that on the [day] of [month], [year], Pickerings experienced a data breach. As a result [insert **preliminary** details of the Eligible Data Breach]. Upon becoming aware of the data breach, Pickerings immediately [insert **preliminary** details of action taken, e.g. closed the data breach and investigated the breach].

### **The data breach**

[insert **full** details of the breach & related specifics, e.g. Our investigations indicated that a third party was able to gain access to our data systems through a third-party provider.]

### **What data was involved?**

[insert **full** details of the kind of information involved, e.g. We have determined that the attack was able to access customer names, emails and encrypted passwords. We are confident that no credit card information was accessed.]

### **What we are doing in response**

[details of the action taken by the organisation, e.g. We are notifying individuals of the data breach, stopped the data breach, and investigating the matter.]

### **What steps you should take**

[insert recommended steps the user should take, e.g. The passwords accessed were encrypted and were not revealed. However, we recommend that you change your account's password and on other accounts where you use the same password.]

### **Other parties involved** *(delete if not applicable)*

[if the data breach affected other entities: We believe the data breach also affected [other organisation name]. For more information, contact them at [contact details for other organisation].

### **Need to know more?**

[insert at a minimum: (1) Privacy Officer contact information; (2) Office of the Australian Information Commissioner website and contact information; and, (3) company contact information]

[Insert client sign off]

## Appendix D

---

### Privacy

[Contractor] agrees to:

- (a) comply with the *Privacy Act 1988* (Cth) (**Privacy Act**) (including the Australian Privacy Principles) in relation to any and all personal and sensitive information that it may collect, receive, have access to, hold, use, store, disclose and destroy in connection with this [Agreement / Contract]; and
- (b) notify Townsville Auto Group Pty Ltd immediately if it has reasonable grounds to believe that an eligible data breach under the Privacy Act has or may have occurred, and take all steps necessary to assist Townsville Auto Group Pty Ltd to comply with Part IIIC (notification of eligible data breaches) of the Privacy Act; and
- (c) indemnify Townsville Auto Group Pty Ltd on demand from and against any liability incurred by Townsville Auto Group Pty Ltd as a result of [Contractor]'s breach of the Privacy Act.

## Appendix E

### PRIVACY ACKNOWLEDGEMENT AND UNDERTAKING

.....,  
of .....[address]

undertakes to Townsville Auto Group Pty Ltd ACN 609 317 955 (**Pickerings**) the following:

1. I/It will comply with the *Privacy Act 1988* (Cth) (including the Australian Privacy Principles) in relation to any and all personal and sensitive information about Pickerings' customers that I/it may collect, receive, have access to, hold, use, store, disclose and destroy; and
2. I/it will comply with Pickerings' privacy policies and procedures as communicated to me/it from time to time;
3. I/It will not disclose any personal information about Pickerings' customers to any third parties without prior consent from Pickerings;
4. I/It will notify Pickerings immediately if it has reasonable grounds to believe that an eligible data breach under the Privacy Act has or may have occurred, and will take all steps necessary to assist Pickerings to comply with Part IIIC (notification of eligible data breaches) of the *Privacy Act 1988* (Cth); and
5. I/it will indemnify Pickerings on demand from and against any liability incurred by Pickerings as a result of my/its breach of the Privacy Act.

DATED: .....

SIGNED: .....  
For and on behalf of .....