



Information Governance Policy

Accuracy

All data entered into TIMG systems must be accurate.

Inaccuracies create problems that can be difficult, if not impossible to fix later. EG: If an Account is set up in the CRM and the business name is not exactly correct, other entries for the same business may be made, leading to confusion.

Almost all staff enter data into one or more systems. Following are some guidelines for specific situations, but the general principle that all data entered into TIMG systems must be accurate always applies, even in situations not specified.

Names of individuals must be entered exactly as they are on the person's Passport or Birth Certificate for the following:

- All HR documentation relating to employees
- Employee Contract
- PeopleKey
- Coalesce
- Paperlite
- Payroll software
- Active Directory
 - Expectations: If there is a 'preferred name' it is to be entered in the:
 - Display field
 - Email signature
- Security fob/pass/key
- Alarm records
- Training records: i.e.
 - Michael is Michael, not Mike
 - Donna-Lee is Donna-Lee, not Donna
 - Yuet Yuen is Yuet Yuen, not Rachel

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Some Specific Data Requirements:

TIMG

The company is referred to as The Information Management Group when required for legal purposes (eg: contracts) only. In all other situations the company is referred to as TIMG.

CSD

- It is the responsibility of the person who provides the CSD to a customer to ensure that it is completed properly, including entering a valid ABN
- Before information from a CSD is entered into Coalesce, the data must be verified by an online check [eg: abr.business.gov.au]
- The CSD form is to be reviewed annually to ensure that it is up-to-date.

CRM

When a business name is entered into the CRM, the ABN must also be entered. This facilitates the verification of business names.

A handwritten signature in black ink, appearing to read 'Jason Carr'.

Jason Carr
General Manager
Reviewed 01 June 2024
Issued 23 August, 2018