

## Use of Client Property and Privacy Protocol Policy

### PURPOSE

The purpose of this policy is to provide clear guidance to all workers engaged by E4 People ('the Employer') on the proper use, handling and protection of client property and confidential information while performing work assignments. This policy ensures that all client property is respected, protected and used appropriately, and that privacy and confidentiality obligations are maintained at all times.

### SCOPE

This policy applies to all E4 Workers, at all times and without exception.

### POLICY

#### Definitions

- **Client Property:** Any item, asset, or information belonging to a client that an E4 People worker may access, use, or be entrusted with during an assignment, including but not limited to:
  - **Physical property:** documents, files, equipment, tools, uniforms, access cards, keys, or samples.
  - **Digital property:** electronic files, databases, software, systems, images, login credentials, or other digital media.
  - **Intellectual property:** ideas, processes, methods, designs, policies, procedures, clinical information, or other proprietary business information.
- **Confidential Information:** Any information provided by a client or obtained during an assignment that is not publicly available, including but not limited to business operations, financial data, patient or resident information, personnel records, systems access details, and project or operational details.

#### General Responsibilities

E4 workers must:

- Treat all client property and information as confidential.
- Use client property only for the purpose of completing tasks assigned by the client or E4 People.
- Avoid copying, transferring or removing any client property or information without express, written permission.
- Follow all client-specific protocols regarding access, storage and handling of property or information.
- Report immediately any damage, loss or suspected misuse of client property or confidential information.

#### Handling Client Property

- Only use client property for legitimate work purposes. Personal use is prohibited.
- Access client property only if authorised. Do not share access credentials or allow others to use client property.
- Secure physical property in locked areas and digital property in password-protected systems as instructed.

- Return all client property to the client or E4 People at the end of your assignment, or earlier if requested. Ensure property is in the condition received, subject to reasonable wear and tear.

### **Privacy and Confidentiality**

All workers of E4 People must:

- Keep all client personal information confidential.
- Only collect, use or share personal information relevant to your assignment.
- Follow all instructions regarding secure storage, transfer or disposal of personal information.
- Not disclose any confidential or personal information to any unauthorised person, including family, friends or third parties.

### **Reporting and Compliance**

All workers of E4 People must immediately notify the Employer if:

- Client property is lost, damaged, stolen or misused.
- Confidential information or personal data is accidentally or intentionally disclosed.
- Any breach of this policy occurs.

Should E4 People become aware of the above, an investigation will be conducted promptly and in a fair manner.

### **POLICY BREACH**

Where a breach of this policy is identified, E4 People may take appropriate disciplinary action, which may include removal from an assignment and/or termination of employment or engagement.

### **POLICY REVIEW**

This policy will be regularly reviewed by E4 People and may be revised from time to time. Any necessary changes will be implemented by the Directors.