



Principles underpinning our information management practice

Introduction

The Royal Commission is committed to ensuring survivors are safe and secure when they engage with the Royal Commission. We recognise this is essential to building trust with survivors.

A critical component of building trust with survivors is ensuring the information shared by them is respected and protected. We have established key principles in place to ensure this.

The basic principle underpinning our information management practice is that the following are the only people licensed to access survivor information stored in the Client Relationship Management System (CRM):

1. Contact Centre personnel and their manager (Director Survivor Accounts)
2. Those technical in-house staff required to support the effective running of the system
3. External providers of the CRM.*

*There are strict confidentiality and Conflict of Interest processes in place for these personnel.

From time to time, the Royal Commission may access information provided by survivors, with their informed consent. This may be for the purposes of policy and research, public hearings or reports to the Government. No survivor will ever have their information divulged without their written consent.

Key principles

The Royal Commission is committed to ensuring all information in its possession is stored safely and securely and that the privacy of organisations and survivors is maintained.

The Royal Commission is not bound by the Privacy Act, but will follow best practice in the management of information.

Royal Commission personnel must only access information if this is required to complete their role.

The Royal Commission operates a Client Relationship Management System (CRM) to electronically store documents, information and records that come into its possession.

In circumstances where an Individual or organisation has registered their interest to participate in the Inquiry, information is uploaded, stored and managed in the Client Relationship Management System (CRM).

Information shared by survivors during their private sessions with a Commissioner is also stored in the CRM.

Access to the CRM is limited to people in the Royal Commission who require this to undertake their role and hold a licence, and is strictly monitored.