

Privacy and Confidentiality Policy

1. Purpose The LOTE Agency is committed to safeguarding the privacy and confidentiality of all client and community data while delivering high-quality, culturally sensitive, and accessible services. This policy outlines our approach to managing risks, protecting sensitive information, and ensuring compliance with Australian privacy laws and data sovereignty requirements.

2. Scope This policy applies to all employees, contractors, and partners of The LOTE Agency involved in service delivery and operations. It governs the handling of client information, community data, and any other sensitive content processed through our systems.

3. Key Commitments

3.1 Data Privacy and Security

- All data collected, processed, or stored by The LOTE Agency is protected by robust security protocols, including:
 - End-to-end encryption.
 - Secure identity management practices.
 - Regular security audits in collaboration with our local AWS partner, Wolk Technologies.
- We adhere to Australian privacy laws and the AWS Well-Architected Framework to ensure that our systems are optimised and secure against emerging threats.

3.2 Data Sovereignty

- Our IT infrastructure is built on AWS Workspaces, with all data hosted in an AWS datacentre located in Sydney, Australia. This ensures compliance with local data sovereignty requirements and guarantees that data remains within Australian borders.

3.3 Cultural Sensitivity and Psychological Safety

- We employ trauma-informed practices to ensure the psychological safety of both our team and the communities we serve.
- Sensitive content is handled with the utmost care to maintain cultural appropriateness and respect for diverse communities.

3.4 Accessibility and Scalability

- All communications are designed to be accessible and inclusive, meeting WCAG 2.1 AA standards where applicable.
- Our infrastructure supports scalability to manage urgent deadlines and high-volume projects without compromising quality or security.

4. Risk Management To address potential challenges, The LOTE Agency employs a proactive risk management strategy that includes:

- Regular training for staff on data privacy, cultural sensitivity, and accessibility.
- Comprehensive procedures for handling and disposing of sensitive information.
- Incident response plans to mitigate and manage any breaches of confidentiality or data security.

5. Confidentiality Agreements The LOTE Agency is willing to sign Non-Disclosure Agreements (NDAs) as required by clients to formalise our commitment to confidentiality and data protection.

6. Governance and Review

- This policy is reviewed annually or as needed to ensure alignment with evolving industry standards, legal requirements, and client expectations.
- Our partnership with Wolk Technologies includes periodic reviews of our IT systems and security practices to maintain compliance with the latest best practices.

7. Contact Information For questions or concerns regarding this policy, please contact:

Issa He

Head Of Inclusive Communication

The LOTE Agency

issa@loteagency.com.au

02 7252 2839

8. Conclusion By adhering to this Privacy and Confidentiality Policy, The LOTE Agency reaffirms its dedication to protecting client and community data while delivering reliable, impactful services that align with our clients' missions and the trust placed in us by the communities we serve.