

**ACIF - ASSISTING ORGANISATIONS IN MEETING THEIR CODE RESPONSIBILITIES**

The purpose of this checklist is to assist Code Participants in assessing their internal compliance programs when signing up and complying with ACIF's Protection of Personal Information of Customers of Telecommunications Providers Code. This information does not in any way limit the obligations of Code Participants under ACIF's Code Administration and Compliance Scheme or this Code.

**COMPLIANCE CHECKLIST**  
**ACIF C523:2001 INDUSTRY CODE**  
**PROTECTION OF PERSONAL INFORMATION OF CUSTOMERS OF**  
**TELECOMMUNICATIONS PROVIDERS**

1. Is your organisation aware that by signing up to this code, you agree to abide by the ACIF Code Administration and Compliance Scheme.	Yes <input type="checkbox"/>
2. Does your organisation understand the requirements of the Code Administration and Compliance Scheme, including the potential for awarding a graduated scale of sanctions for breaches of Codes.	Yes <input type="checkbox"/>
3. Has your organisation had regard to the requirements under the Australian Standard AS 3806:1998 - Compliance Programs in implementing internal compliance systems as appropriate? For example: <ul style="list-style-type: none"><li>▪ does the organisation have clear policies supporting its commitment to comply with this Code and how this will be carried out?</li><li>▪ does the organisation have a system for identifying, recording and rectifying non-compliance with this Code?</li><li>▪ does the organisation have a visible and accessible complaints handling system to record complaints from a variety of sources?</li><li>▪ how often does the organisation review its compliance program to ensure its effectiveness?</li></ul>	Yes <input type="checkbox"/>  Yes <input type="checkbox"/>  Yes <input type="checkbox"/>  Yes <input type="checkbox"/>  6 months <input type="checkbox"/> 12 months <input type="checkbox"/> 24 months <input type="checkbox"/>
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4. Is your organisation aware that it must comply with the code from the date of becoming a Signatory to this Code ?	Yes <input type="checkbox"/>
5. Does your organisation acknowledge that compliance with this Code includes acting in accordance with the spirit of this Code as well as compliance with the actual wording of this Code ?	Yes <input type="checkbox"/>
6. Does your organisation have policies and processes in place which ensure that all forms of handling customer personal information conform with this Code's requirements ?	Yes <input type="checkbox"/>
7. Have relevant levels of management within your organisation been made aware of the fundamental principles relating to the handling of customer information set out in this Code ?	Yes <input type="checkbox"/>
8. Does your organisation understand that compliance with this Code does not guarantee compliance with any relevant legislation ?	Yes <input type="checkbox"/>

*Further information on planning and implementing effective internal compliance programs can be obtained by calling ACIF on 02 9959 9111.*