



Confidentiality Policy

July 2023

POLICY STATEMENT:

Helen & Joey Estate has operated successfully since 2010 and with the introduction of Re'em Yarra Valley Hotel in 2023, they have proven to be a successful business. This is due to their standards, professionalism, customer and client satisfaction, and team member efforts. Over these years they have built a large amount of information regarding systems and processes, customer and client information, procedures, trade secrets, product information, partner information, and ideas.

Helen & Joey Estate and Re'em Yarra Valley relies on the confidentiality of its information and operations to ensure the ongoing success of the business. All Helen & Joey Estate and Re'em Yarra Valley team members are expected to keep all information regarding Helen & Joey Estate and Re'em Yarra Valley confidential.

PROCEDURES:

- a. Each team member is to treat all customers and clients, financial and commercial information relating to Helen & Joey Estate and Re'em Yarra Valley and its activities as privileged and confidential. No such information is to be disclosed to any outside party at any time, without the prior approval of the Managing Director.
- b. No team member of Helen & Joey Estate and Re'em Yarra Valley is permitted to give an interview or provide any information to any media representative without the approval of the Managing Director.
- c. No team member is to remove any confidential information from Helen & Joey Estate and Re'em Yarra Valley premises, except where there is a genuine reason to do so, related to the operation of Helen & Joey Estate and Re'em Yarra Valley and only after permission from the Managing Director or General Manager. This includes any information on customers or clients, business partners, or team members, including names, phone numbers, addresses, email addresses, and credit card details.
- d. Team members will keep in confidence information that has been obtained in the course of their employment and service, unless disclosure serves professional purposes or is required by law.
- e. Any team member breaching confidentiality will be subject to disciplinary action and subject to the seriousness and intention of the breach, this could include termination of employment.
- f. Team members must be careful when using electronic messaging containing confidential information to ensure that the messages are not inadvertently sent to the wrong address.