

WORKING WITH RESILIENCE
Privacy and Data Protection Policy
Resilience at Work Surveys

We know that you care how information about you is used and safeguarded. Our primary purpose in collecting data is to provide valuable and helpful information for the development of individuals, leaders and teams. All information collected is considered confidential.

By visiting www.workresilience.com.au and completing our surveys, you are accepting the practices described in this Privacy Notice.

What We Collect and How We Use It

Your participation in surveys is entirely voluntary and we adhere to the Australian Psychological Association's Code of Ethics pertaining to data collection and research. Participation can only be accessed via a R@W Accredited User (R@W User) who is trained in use of the instruments and bound by WWR's confidentiality and data security conditions.

Before you commence one of our surveys, we ask you to tell us a bit about yourself, including your name, gender, country, year of birth (optional) and your position type – manager, professional or other. We use this to generate information that enables us to establish benchmarks (psychometric norms) allowing us to compare your de-identified results to those of others who are like you.

We request your name as this allows us to print this on the front of your report. You can provide a pseudonym if you prefer, but you will need to advise the R@W User ordering your report of this so that they can identify the report as yours. We do not collect the IP address of your internet connection or your email address.

As part of survey completion you will be asked to enter the coach id of the R@W User who has initiated the report. This allows them to access and download your report. The reports generated from the survey responses are only provided to the R@W User. We will never share your individual responses or scores to others and will include your scores and responses in publications, lectures, and web sites only in summaries of groups of people not as individual scores. Once your report is downloaded the R@W User is subject to WWR's Practitioner Terms and Conditions, including confidential and ethical use of your data.

We do not collect information from children under 18 years.

What We Share

We conduct our own research and partner with researchers to help advance the science of resilience at work. We share de-identified data and demographics to build benchmarks. Researchers will not receive your name or organisation and will not be able to match you to your survey results or other data. We do not use cookies. Data is grouped and does not include individual or organisational identifiers.

For the development and maintenance of our web sites (www.workresilience.com.au, www.workingwithresilience.com.au; www.resilience.tv), we contract with Information technology professionals who may require access to the data collected on these sites, solely for the purpose of assisting in the operations of these web sites and not for any commercial purpose. These individuals are bound by strict confidentiality requirements. Those accessing the www.workresilience.com portal site sign a NDA to protect your privacy.

Security of the Survey Data We Collect

Survey completion is via www.workresilience.com.au. There are no browser recommendations or limitations.

We collect your responses to our surveys and store these on our database server. We take technical, administrative, and physical precautions to keep your information secure. We store your responses in a password-protected database and all submitted data is encrypted with 256-bit encryption SSL (secure sockets layer) certification, which prevents interception of personal information while in transit.

The website and database are stored in secure data centres with 24/7 monitoring and security in place. The servers are held in Australia with Digital Pacific managed servers utilising Cpanel/Litespeed server platforms.

Data Breach

If a data breach occurs, notification of the breach and its extent will be made known to those affected within 48 hours.

Data Retention and Removal

You identified data (report) is accessible for 90-days after completion of a survey. You retain the right to request that your data be deleted within this 90-day period. You can request that your data be deleted through your R@W User or direct to Kathryn McEwen at contact@workingwithresilience.com.au Data will be deleted from the system within 5 business days.

After 90-days your data is stored in a de-identified format.

Audit Records

WWR have access to the following audit records for access attempts:

Login date/time stamps
"UserID" fields

You have access to:
Report generation date/time stamps
Status – complete/incomplete
Generated – Y/N

Active – Y/N

No user emails, IP addresses are recorded and minimal personal information.

Servers we Use to Store Your Information

Data Centre information is held in Sydney and Melbourne:

<https://www.digitalpacific.com.au/network/data-centres/>

Additional information on technology used can be sourced at:

<https://www.digitalpacific.com.au/network/technology/>

Seven days of daily backups are retained through rapidrestore servers (through the same data centres).

Digital Pacific – deploy and manage virtual private and dedicated servers including updates and monitoring of services but the physical servers are held within Equinix’s data centre.

The following link clarifies the delineation of services and certifications:

<https://support.digitalpacific.com.au/en/knowledgebase/article/datacentre-infrastructure-backup-monitoring-faq>

WWR’s Virtual Private Server location has the following Certificates- ISO27001:2013, ISO9001:2015, ISO18001:2007, ISO14001:2015

Access Controls

Access controls are native to the WWR solution. Accounts are managed with hashed/salted/encrypted credentials, session variables that are re-checked per page load to prevent unauthorised access.

You will not receive portal access and will not have user logins or profiles. R@W Users maintain limited ‘Coach Access’ for the duration of their affiliation with WWR. R@W Users are subject to WWR practitioner terms and conditions and the ethical requirements of their profession.

WWR staff may be required to access the portal for the purposes of report retrieval for your R@W User or for audit of report usage. All staff with access have signed a NDA with WWR in order to protect your privacy.

General newsletters and updates

We send updates on our work to R@W Users or parties who have had contact with us and have shown interest in our work.

You are able to unsubscribe to our newsletter update at any time by using the link at the bottom of each newsletter. You may also email us directly at admin@workingwithresilience.com.au with your request to unsubscribe.

We do not share our mailing lists/contacts unless we have your written permission to do so.

Changes to Policy

We retain the right to change this Privacy Statement. If we do, the revised Privacy Statement would apply only prospectively to future data collected. We will post changes to this page in a prompt manner. This statement is effective as of 1st November 2022.