

GUIDANCE FOR DVS REQUESTING USERS

Background and purpose

The Attorney-General's Department has prepared the following collection notice template for Document Verification Service (**DVS**) requesting users (including Business Users, Identity Service Providers and Government Requesting Agencies) to implement when collecting personal information from individuals to conduct a DVS Information Match Request.

Scope and compliance with privacy legislation

This collection notice template aligns with Australian Privacy Principle (**APP**) 5. This requires your customers/clients (the individuals) to be informed of APP 5 matters (outlined below) at, before or if that is not practicable, then as soon as practicable after the time their personal information is collected.

The requesting user must also amend their collection notice in accordance with any other applicable privacy obligations in state, territory or New Zealand law.

This collection notice also provides guidance in relation to matters of which you are required to notify your customers/clients when obtaining express consent, as outlined in your participation agreement and required by sections 9(2)(c) and (3)(d) and (e) of the *Identity Verification Services Act 2023* (Cth).

Specific needs

Some individuals may require this notice in a different or accessible format (such as large print, or via another communication method). DVS users should provide their contact details in the notice to arrange appropriate assistance.

Intended use and application

This collection notice template is intended to guide DVS requesting users on meeting the notification requirements under APP 5 in relation to the use of the DVS. DVS requesting users may have other online verification processes or existing notices in place. This template may be adapted or incorporated as needed to those existing practices. This collection notice template is intended to provide general guidance only. DVS users are encouraged to obtain independent legal advice to ensure they are meeting their privacy obligations.

The table below outlines where each of the APP 5 matters is addressed within the collection notice template.

APP 5 matter	Collection notice template placement
The entity's identity and contact details	Under 'contact details'
The fact and circumstances of collection	Under 'How will we handle your personal information?'
Whether the collection is required or authorised by law	Under 'Why is your personal information being collected?'
The purposes of collection	Under 'Why is your personal information being collected?'
The consequences if the personal information is not collected	Under 'What happens if you don't provide your personal information?'
The usual disclosures of personal information of the kind collected by the entity	Under 'How will we handle your personal information?' and 'Other disclosures'
Information about the entity's Privacy Policy	Under 'Further Information'

Whether the entity is likely to disclose personal information to overseas recipients, and if practicable, the countries where they are located	Under 'Other disclosures'
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COLLECTION NOTICE TEMPLATE

This document explains how Integrity Business College [ABN 56 116968 57] will collect, use, disclose and store your personal information to verify your identity document(s) using the Attorney-General's Department's Document Verification Service (**DVS**). This will only occur with your express consent.

We are bound by the provisions of the *Privacy Act 1988* (Cth) (**Privacy Act**), including the Australian Privacy Principles (**APPs**) and all state privacy legislation, as well as the *Identity Verification Services Act 2023* (Cth) (**IVS Act**). Your personal information will be handled in accordance with our obligations under this Act.

If individuals have any specific needs or require this notice in an alternative format, or if you need assistance due to any special circumstances, please contact us.

Why is your personal information being collected?

We are required/authorised by the RTO Standards to verify your identity before we can enrol and commence in your course.

How will we handle your personal information?

We collect your personal information through our enrolment process (aXcelerate, enrolment meetings).

The information you provide will be sent to the DVS Hub, administered by the Attorney-General's Department, and matched against official records held by the government agency responsible for issuing the identity document (**document issuer**).

The DVS Hub will advise us of whether the information you provide matches official records.

We don't store copies of your identity documents after the DVS check is complete. This information will be retained for until your ID has been verified on the DVS, within 2 business days from your enrolment.

How will the Attorney-General's Department handle your personal information?

The DVS Hub facilitates information transfer between us and the document issuer. The DVS Hub itself does not retain any personal information and the Attorney-General's Department cannot view or edit any of the personal information transmitted through the DVS Hub.

The Attorney-General's Department engages a third-party provider as a managed service provider for the DVS, who is required to adhere to the APP requirements and security standards to ensure the use and disclosure of personal information is limited to explicitly defined purposes including:

- (a) for the purposes of the contract with the department; and
- (b) to comply with any request under section 95C of the Privacy Act.

The Attorney-General's Department is authorised to operate the DVS Hub for the purpose of verifying individual's identities under the IVS Act.

For more information on how the Attorney-General's Department may handle your personal

information, see the Attorney-General's Department's 'Privacy Statement – Identity Verification Services' at: <https://www.idmatch.gov.au/resources/privacy-statement-identity-verification-services>.

How will the document issuer handle your personal information?

Your personal information will be shared by the Attorney General's Department via the DVS Hub with the government agency that issued your identity document to verify it against their official records. These agencies already hold your personal information as part of their official records, in line with their own privacy policies and legal obligations.

What happens if you don't provide your personal information?

You do not have to agree to verify your identity documents through the DVS. You can choose instead to get your original documents sighted and verified by a Justice of the Peace this sighted original copy is to be sent to IBC admin to proceed with enrolment.

Other disclosures

Where necessary, we may disclose your personal information to third parties, including:

- the following categories of intermediary service providers involved in the use of the DVS who may receive your identification information to make or receive an information match request:
 - identity service providers;
- law enforcement agencies in certain circumstances.

The Attorney-General's Department's verification assistance service

There may be circumstances in which we will require assistance to verify your identity. If we request assistance from the Attorney-General's Department to verify your identity through the DVS, the Attorney-General's Department will collect your personal information for the purposes of verifying your identity document(s) through the DVS.

The Attorney-General's Department may also disclose your personal information to the relevant document issuer to assist them with verifying your identity documents. This collection is authorised under APP 5.2(c) and section 27 of the IVS Act which permits the collection of your personal information from someone other than yourself when it is authorised under an Australian law.

The Attorney-General's Department will handle your personal information in accordance with their obligations under the Privacy Act.

Where the identity document(s) you require to be verified include information regarding other individuals (such as a Medicare card covering multiple individuals), it will be assumed that you have advised those individuals and obtained their consent to the disclosure. This information will only be used for the purposes of verifying your identity document(s) through the DVS. Any personal information of other individuals will otherwise be managed in the same way as your personal information.

There may be overseas disclosure of your personal information to recipients located in New Zealand where New Zealand government agencies or private organisations request for verification assistance of your identity document(s).

If you don't provide your personal information to the Attorney-General's Department, the Department will be unable to verify your identity document(s).

More information about the verification assistance service is set out in the Attorney-General's Department's Identity Verification Services [Privacy Statement](#).

Further information

More information about how we handle your personal information is set out in our Privacy Policy (This can be found on IBC website). Our Privacy Policy outlines how you can access and seek correction of the personal information that we hold about you. It also contains information about our complaint handling process, including how you may complain about a breach of the APPs or a registered APP code, and how we will deal with such a complaint.

Contact details

Email: admin@integritybusinesscollege.com

Telephone: 1300 731 451

Postal address:

401B, 198 Harbour Esplanade
Docklands, Victoria, 3008