



Privacy Notice

Identity Matching Services

Australian governments are working together to provide the Identity Matching Services.

We (the Department of Home Affairs) manage the Identity Matching Services on behalf of all participating government agencies. This includes hosting some of the technical systems that support the services.

We are committed to protecting the privacy and security of your personal information in accordance with the *Privacy Act 1988* (Cth) (the Privacy Act).

This privacy notice describes how we collect, store, use or disclose your personal information to provide the Identity Matching Services.

For information on how we handle your personal information in relation to our other functions and activities, see the Department of Home Affairs' [privacy policy](#).

Purpose of collection

We collect your personal information in our role as administrator of the Identity Matching Services, which are set out in the [Intergovernmental Agreement on Identity Matching Services](#) (IGA) agreed to by the Council of Australian Governments, or COAG.

The services are designed to make it easier for you to verify your identity in a way that is private, secure and fast.

The services also aim to protect you from identity theft, which is one of the most common crimes in Australia.

Law enforcement and security agencies can also use our services to identify unknown people for purposes related to preventing identity fraud, law enforcement, national security, protective security, community safety and road safety.

Our services

The Identity Matching Services compare your personal information with information held by government agencies that issue evidence of identity documents, such as passports, driver licences and birth certificates. They can be used to help verify your identity, and in limited cases, to identify unknown people.

The services are provided through secure, online systems (or hubs) that operate 24 hours a day, seven days a week.

- The **Document Verification Service (DVS)** matches a document presented as proof of identity against those held by the originating agency, usually with the person's consent.
- The **Face Verification Service (FVS)** compares a person's photo against a government-issued identity document. This is called a 'one-to-one' check and helps to confirm the identity of a known person.
- The **Face Identification Service (FIS)** compares a person's photo against images in multiple government records to help establish their identity or to detect multiple fraudulent identities. This is called a 'one-to-many' check and helps to identify an unknown person.

The FIS can only be used by national security, law enforcement and anti-corruption agencies under limited circumstances, as authorised by law.

The FVS and FIS are known collectively as the Face Matching Services (FMS).

Documents we can verify

Identity documents that can be verified include:

- birth certificates
- Centrelink concession cards
- certificates of registration by descent
- change of name certificates
- citizenship certificates
- driver licences (including learner permits)
- ImmiCards*
- marriage certificates
- Medicare cards
- Australian passports*
- visas*

* Including facial images through the FMS. Driver licence information is not currently available through the FMS.

Our hubs

The Identity Matching Services use hubs, which are technical systems that act as 'routers' to securely transmit matching requests between the organisation using the service and the agency holding the information used on your identity document. We call these agencies 'data holding agencies'.

Our hubs do not retain your personal information or conduct any matching.

The **DVS hub** transmits matching requests containing the biographic information on your identity document (such as your name, date of birth and document number). For example, your information may be checked against your original Medicare record held by Services Australia, or birth certificate record held by your local births, deaths and marriages registry.

In the case of driver licences, the DVS hub checks your information with the [National Exchange of Vehicle and Driver Information System](#) (NEVDIS). NEVDIS is operated by Austroads Ltd on behalf of driver licencing authorities. The DVS hub does not transmit facial images.

The **FMS hub** (also known as the interoperability hub) transmits matching requests containing your facial image and other personal information. For example, your facial image may be checked against original passport records held by the Department of Foreign Affairs and Trade, or visa and immigration records held by the Department of Home Affairs.

In the case of driver licences, the FMS Hub checks your information, including facial images, with a facial recognition system operated by the Department of Home Affairs (see below for further information). Driver licences are not yet available through the FMS.

Information transmitted through our hubs

Information used in the Identity Matching Services and transmitted through our hubs includes:

- biographic information, such as name, address, date of birth, and gender
- visa and citizenship information, including visa or citizenship status and country of citizenship
- driver licence information, including licence number and licence type (e.g. motor vehicle)
- passport information, including nationality, passport number and expiry date
- birth information, such as a birth certificate number
- Medicare information, such as a Medicare card number
- facial images.

We cannot view or edit any personal information transmitted through our hubs. The hubs do not retain any personal information.

We do store audit information (such as date / time / purpose of match request) that helps to make sure the services are being used properly. This information is kept for the minimum amount of time needed for auditing purposes.

How we collect your information

We only collect personal information that is reasonably necessary for us to provide the Identity Matching Services.

The government agency that originally collected your personal information when issuing your identity document will continue to hold it, or in the case of driver licences a copy of this information will be held in a common national system.

When an organisation makes an identity matching request, they send personal information via one of our hubs to the relevant agency system which collects the information to conduct the check. These systems must then discard the information once the response has been processed and returned to the requesting agency.

We collect personal information contained in requests to conduct checks against the visa and citizenship records that we hold, then we dispose of that information after the check is complete.

Driver licence information

We also collect copies of driver licence information, including facial images, in order to provide the FMS. This information is provided to us by driver licencing authorities and is stored in a system called the National Driver Licence Facial Recognition Solution (NDLFRS).

This system is hosted by the Department of Home Affairs on behalf of all states and territories and will help make driver licences from around the country available via the FMS. This helps maximise the number of people who will be able to have their identities verified – and protected – through the FVS.

Driver licence information (including learner permits) is collected in accordance with the Privacy Act and relevant state and territory laws that permit this type of information sharing. We expect to have driver licence information from all states and territories in the NDLFRS by the end of 2021.

Information used on other types of identity documents, such as proof of age cards, can also be collected in the NDLFRS, if permitted by law and agreed by the relevant state or territory.

The state and territory laws currently in place are:

- New South Wales
s.271A Road Transport Act 2013 (NSW)
- Victoria
s90k(a)(vi) Road Safety Act 1986
- Queensland
Part 4D Transport Planning and Coordination Act 1994
- South Australia
s13 Public Sector (Data Sharing) Act 2016
- Tasmania
Regulation 125(2)(da) Vehicle and Traffic (Driver Licensing and Vehicle Registration) Regulations 2010.

Western Australia and the Northern Territory are currently in the process of amending their laws to authorise their participation in the NDLFRS.

The Australian Capital Territory would need to amend their laws to authorise their participation in the NDLFRS.

As at **November 2019**, the NDLFRS contains information from the following states:

- Tasmania
- Victoria, and
- South Australia.

While this information has been loaded, it is not yet available through the FMS.

When you apply for a new or renew your driver licence, your local driver licencing authority will tell you how your information is being shared with us.

Information we collect in the NDLFRS includes:

- biographic information, such as name, address, date of birth, and gender
- driver licence information (including learner permits), including licence number and licence type
- proof of age card information, including card number (South Australia only)
- facial images.

We do NOT collect any of the following information in the NDLFRS, as this information is NOT used in the Identity Matching Services:

- racial or ethnic origin
- political opinions
- membership of a political association
- religious beliefs or affiliations
- philosophical beliefs
- membership of a professional association or trade union
- sexual orientation or practices
- criminal record, including traffic infringements or demerit points
- health information
- genetic information.

The only exception is where some of this information may become apparent from other personal information we do collect. For example a person's photo could in some cases indicate their ethnic origin.

How your information may be used and disclosed

The Department of Home Affairs uses and discloses your personal information for the purpose of providing the Identity Matching Services in accordance with the Privacy Act.

In the case of the NDLFRS, facial images are used to create biometric templates that are then used for facial biometric matching.

Information held in the NDLFRS remains under state and territory control and can only be shared with the person's consent or where permitted by law.

DVS and FMS transactions containing your personal information are submitted via our hubs, and in most cases only a 'Yes' or 'No' answer is returned.

In limited circumstances, the FVS may return additional personal information such as a facial image or document details. This may only be provided to certain government agencies, depending on the type of request, level of access, and in accordance with their legal authority.

In the case of the FIS, galleries of images may be returned, which are then assessed by facial image comparison experts.

We may disclose your information to law enforcement agencies via the Identity Matching Services under certain circumstances, such as to:

- conduct investigations of serious criminal offences

- conduct investigations related to Australia’s defence, security, international relations or law enforcement interests
- protect facilities or personnel
- investigate missing people or those who are reported as dead
- identify people who pose significant risks to public health or safety
- identify people as part of disaster events or major events
- perform security or criminal background checking.

The Face Matching Services CANNOT be used to:

- conduct ‘real-time monitoring’ or ‘live facial recognition’ of people in public spaces – sometimes referred to as ‘mass surveillance’, or
- identify people to investigate minor offences, such as jaywalking or littering.

Consent

In most circumstances, the Identity Matching Services will be used to verify your identity based on your consent. If you choose not to give consent for your identity to be verified in this way, you may be asked to complete an alternate method to verify your identity that may not be as fast or secure.

In the case of FMS, your driver licence information is collected and held in the NDLFRS in accordance with the Privacy Act. States and territories are permitted by their laws to share your personal information with us, if reasonably necessary, without your consent.

We may also disclose your personal information without your consent to law enforcement or security agencies under certain circumstances, where this is required or authorised by law.

Notification

When we collect your information in the NDLFRS we have an obligation under the Privacy Act to take reasonable steps to inform you about the collection of your personal information and how that information is used.

As we are not collecting this information from you directly, we will take other steps to make you aware of when the collection of your personal information occurs, as well as the intended use of your information in the Identity Matching Services. A dedicated website – www.idmatch.gov.au – is the best source of publicly available information on the Identity Matching Services and includes a range of information for both individuals and organisations.

Our notification obligations are in addition to state and territory authorities’ responsibilities to inform you, when they collect your personal information, that your information may be shared with us.

Who can access your personal information

Use of the Identity Matching Services must be reasonable, necessary and proportionate to a user’s functions or activities, and organisations must ensure their use complies with all relevant privacy and other laws.

Approved government and private sector organisations in Australia and New Zealand can access the DVS.

At present, only approved government agencies in Australia can access the FMS.

The Face Identification Service can only be used by national security, law enforcement and anti-corruption agencies under limited circumstances. These agencies include:

- the Department of Home Affairs (including the Australian Border Force)
- the Department of Foreign Affairs and Trade
- the Australian Commission for Law Enforcement Integrity
- the Australian Crime Commission
- the Australian Federal Police
- a police force of a State or Territory
- State and Territory crime commissions
- State and Territory anti-corruption commissions

Overseas recipients

The only Identity Matching Service which may be used by overseas organisations is the DVS. The DVS can be used by organisations in New Zealand, but not other countries. This is part of an arrangement that lets Australian organisations use the New Zealand Government's Confirmation Service.

In providing the DVS, we do not disclose your personal information to overseas recipients. Like other DVS users, organisations in New Zealand will only ever receive a 'yes' or 'no' response to verify a record.

How we protect your personal information

Our Identity Matching Services comply with relevant privacy and other laws including:

- *Freedom of Information Act 1982* (Cth)
- Australian Privacy Principles (APP) under the Privacy Act (Cth)
- other state and territory legislation, and
- *Privacy Act 1993* (NZ)

Data Security

We understand the critical importance of protecting your information from cyber-attacks and data breaches. We use best practice security and access arrangements. Our systems comply with:

- the Australian Government Protective Security Manual, and
- the Australian Government Information Security Manual.

The FMS use encryption and authorisation procedures approved by the Australian Signals Directorate to ensure data protection, security and confidentiality

Our systems have undergone an independent security review as part of the Information Security Registered Assessors Program (IRAP) certification process, which is the best-practice Commonwealth information security assessment.

Data Retention

DVS and FMS hubs

We don't retain any personal information transmitted by our hubs to verify or identify you.

As a general rule, we also don't permanently keep transaction data. We keep it for the minimum period required under the *Archives Act 1983* (Cth) and for auditing purposes.

Data holding agencies

The agencies that issued your original identity document will continue to hold your personal information.

We will hold a copy of your driver licence or proof of age card information in the NDLFRS.

Matching requests

Where personal information is obtained by an agency either via a query or in a response to a matching request, the agency must comply with any laws that require the retention of such information for a specific period of time, and delete the information after that period has expired.

Access and Correction

Agencies are required to take reasonable steps to correct your personal information to ensure that they are accurate, up-to-date, complete, relevant and not misleading.

Our hubs are designed in a way that protects your data and won't allow us to view or modify any information, including information held in the NDLFRS. This means that only those agencies that issued your identity document will be able to correct any inaccuracies.

Contact information for each data holding agency is set out on pages 9 to 11.

Accuracy of facial biometrics

We are committed to ensuring that our facial recognition technology is as accurate as possible. We continue to work with national and international biometric testing bodies to improve the accuracy of our biometric systems.

In the case of requests for identification of an unknown person, the technology assists trained facial examiners in identifying individuals more quickly. The technology itself does not make a confirmed identification; it simply provides the trained facial recognition expert with a shortlist of potential matches for review. The technology has been designed in this way to protect against the possibility of false matches.

Need help with a failed match?

In rare cases, your valid proof of identity information may fail to match with the original record. This might be because:

- your personal details were entered incorrectly
- the original record is incorrect
- the system was unavailable.

We recommend that you contact the organisation performing the check, as the relevant organisation can:

- talk to you about your identity verification options
- ask us to do a secondary check
- ask the issuer to check the quality of their data record.

We can't look up your personal information, unless it is in one of the visa or citizenship records that we hold.

If you still need help, email the IDMS team at IDMS.manager@homeaffairs.gov.au

If you believe your personal information has been mishandled

Contacting Home Affairs

If you believe we have wrongly collected or handled your personal information through the Identity Matching Services, you can email the IDMS team directly at IDMS.manager@homeaffairs.gov.au.

If your information is managed by Home Affairs

If you require access or need to correct your visa, ImmiCard or citizenship information held by the Department of Home Affairs, you can:

- telephone the Global Feedback Unit on 133 177 during business hours
- complete a request for access form online at: <https://www.homeaffairs.gov.au/access-and-accountability/our-commitments/privacy>
- write to:

Global Feedback Unit
Department of Home Affairs
GPO Box 241
Melbourne VIC 3001
Australia

The Department of Home Affairs' privacy policy contains further information about how you may complain about a breach of the Privacy Act and how the Department will deal with such a complaint.

If your information is managed by another agency

If your enquiry relates to another agency's handling of your personal information, we may need to refer you to that agency. You can also contact that agency directly.

Agencies responsible for personal information used in the Identity Matching Services are:

Passport information

Department	Address and Phone	Online
Department of Foreign Affairs and Trade	RG Casey Building John McEwen Crescent Barton ACT 0021 (02) 6261 1111	privacy@dfat.gov.au

Centrelink and Medicare information

Department	Address and Phone	Online
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Services Australia	DHS Complaints and Feedback Reply Paid 7800 Canberra BC ACT 2610 1800 132 468	https://www.humanservices.gov.au/individuals/contact-us/complaints-and-feedback
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Driver licence information

State or Territory Department	Address and Phone	Online
NSW – Roads and Maritime Services	Locked Bag 928 North Sydney NSW 2059 (02) 8202 3768	privacy@rms.nsw.gov.au
Victoria – VicRoads	Level 5, 60 Denmark St Kew Vic 3101 13 11 71	https://www.vicroads.vic.gov.au/contact-us/feedback-and-enquiries
Queensland – Department of Transport and Main Roads	GPO Box 1549 Brisbane Qld 4001 (07) 3066 7108	https://www.tmr.qld.gov.au/Help/Privacy.aspx
Western Australia – Department of Transport	P.O Box R1290 Perth WA 6844 13 11 56	https://www.wa.gov.au/privacy#footer-feedback-form
South Australia – Department of Planning, Transport and Infrastructure	GPO Box 1533 Adelaide SA 5001 1300 872 677	https://www.dpti.sa.gov.au/contact_us/compliments_and_complaints
Tasmania – Department of State Growth	GPO Box 536, Hobart, TAS 7001 1300 135 513	dlu@stategrowth.tas.gov.au
ACT – Access Canberra	GPO Box 158 Canberra ACT 2601 13 22 81	https://www.accesscanberra.act.gov.au/app/forms/accesscanberra_complaint
Northern Territory – Department of Infrastructure, Planning and Logistics	GPO Box 1154 Darwin NT 0801 (08) 8999 1800	https://dipl.nt.gov.au/contact/feedback

Births, deaths, marriages and change of name certificate information

State or Territory Department	Address and Phone	Online
NSW Registry of Births, Deaths & Marriages	GPO Box 30 Sydney NSW 2001 13 77 88	bdm-webmail@justice.nsw.gov.au
Births, Deaths and Marriages Victoria	GPO Box 4332 Melbourne VIC 3001 1300 369 367	https://www.bdm.vic.gov.au/contact-us

Registry of Births, Deaths and Marriages Queensland	PO Box 15188 City East QLD 4002 13 74 68	bdm-mail@justice.qld.gov.au
Births, Deaths and Marriages South Australia	GPO Box 1351 Adelaide SA 5001 13 18 82	dvs.bdm@sa.gov.au
WA Registry of Births, Deaths and Marriages	1300 305 021	bdm@justice.wa.gov.au
Tasmanian Births, Deaths and Marriages	1300 135 513	bdm@justice.tas.gov.au
Access Canberra – Births, Deaths and Marriages	13 22 81	bdm@act.gov.au
Northern Territory Births, Deaths and Marriages	(08) 8999 6119	agd.registrargeneral@nt.gov.au

If you believe that a state or territory government agency has mishandled your personal information and you are not satisfied with the response, you may also complain to a relevant oversight agency in your state or territory.

State or Territory Privacy Commission	Phone	Online
Information and Privacy Commission NSW	1800 472 679	ipcinfo@ipc.nsw.gov.au
Office of the Victorian Information Commissioner	1300 006 842	enquiries@ovic.vic.gov.au
Office of the Information Commissioner Queensland	(07) 3234 7373 or 1800 642 753	enquiries@oic.qld.gov.au
WA Information Commissioner	(08) 6551 7888	info@foi.wa.gov.au
Ombudsman South Australia	(08) 8226 8699	ombudsman@ombudsman.sa.gov.au
Ombudsman Tasmania	1800 001 170	ombudsman@ombudsman.tas.gov.au
Office of the Information Commissioner Northern Territory	(08) 8999 1500	infocomm@nt.gov.au

Contacting the Office of the Australian Information Commissioner

If you are unsatisfied with our response to your question or complaint, you can contact the Office of the Australian Information Commissioner (OAIC). They can investigate privacy complaints about the protection of your personal information, order compensation to be paid where warranted and direct us to change the way we handle your personal information.

It may be possible to make a complaint directly to the OAIC rather than to us. However it is likely that the OAIC would recommend that you try to resolve the complaint directly with us in the first instance.

If you need help lodging a complaint with the OAIC, you can call the OAIC Enquiries Line on 1300 363 992.

The OAIC can receive privacy complaints through:

- the online Privacy Complaint form (refer to the OAIC's website at: <https://www.oaic.gov.au/>)
- by mail at
Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
- by fax at 02 9284 9666
- by email at enquiries@oaic.gov.au