

DOCUMENT VERIFICATION SERVICE COLLECTION NOTICE

This document explains how WEBTRADE INTERNATIONAL PTY LTD ABN: 98602029881 (**we, us, our**) 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**), 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 by the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* to verify your identity before we can provide you with our currency exchange or remittance services.

How will we handle your personal information?

We collect your personal information through our website / in person interactions / email / online or written forms / phone calls / other forms of correspondence.

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 do store copies of your identity documents after the DVS check is complete. This information will be retained for as long as it is needed for the purposes outlined above.

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. However, if you do not provide the personal information we require to verify your identity, we may not be able to provide you with our

currency exchange or remittance services.

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:
 - outsourced service providers that connect us to the DVS Hub;
 - 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](#).

Complaints Handling Process

We are committed to protecting your privacy in accordance with the Privacy Act 1988. If you believe we have breached the Privacy Act 1988, you may lodge a complaint with us.

To make a complaint, please contact our Privacy Officer at compliance@superforex.com.au. Your complaint should include enough details for us to understand the nature of the concern and investigate the matter thoroughly.

Once we receive your complaint, we will acknowledge it promptly and aim to respond within 30 calendar days. We will assess the issue, conduct any necessary investigations, and inform you of the outcome and any steps we have taken to resolve the matter.

If you are not satisfied with our response, you may escalate your complaint to the Office of the Australian Information Commissioner (OAIC).

Further information

More information about how we handle your personal information is set out in our Privacy Policy. <https://www.webtradepay.com.au/wp-content/uploads/2019/privacy-policy-Final.pdf>