



Department of  
**Transport**

# Driver and Vehicle Services Privacy Policy

## Privacy Policy

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# Contents

<b>PRIVACY POLICY</b>	<b>1</b>
<b>1. PURPOSE</b>	<b>3</b>
<b>2. OUR FUNCTIONS</b>	<b>3</b>
<b>3. PRIVACY PRINCIPLES</b>	<b>3</b>
<b>4. PERSONAL INFORMATION</b>	<b>4</b>
4.1 What is personal information?	4
4.2 Types of personal information collected and held by DVS	4
4.3 When will personal information be collected?	5
4.4 How is personal information used and disclosed by DVS?	6
4.5 Requirement to update your personal information	6
4.6 Access to your personal information	7
4.7 What to do if you believe the information we hold about you is inaccurate	7
4.8 Security and storage of personal information	7
<b>5. PRIVACY POLICY BREACHES</b>	<b>8</b>
<b>6. PRIVACY COMPLAINTS</b>	<b>8</b>

## 1. Purpose

This Privacy Policy explains how the Department of Transport (DoT), Driver and Vehicle Services business unit (DVS) manages your personal information, the types of personal information it collects and the reasons it is collected, how your personal information is generally used, disclosed, stored, and protected.

This Privacy Policy also explains how you can access and correct personal information that we hold about you, and how you can make a complaint if you have a concern about how DVS has dealt with your personal information.

The privacy of your personal information is important to DVS. While there are currently no specific privacy laws in Western Australia, as a commitment to protecting your privacy and safeguarding your personal information, DVS has developed this Privacy Policy which adopts the Australian Privacy Principles, as set out in Schedule 1 of the Commonwealth *Privacy Act 1988*.

This Privacy Policy does not override specific legal obligations of DVS employees as public sector employees, rather, it provides additional public assurance in respect of the collection, use, disclosure and security of DVS customers' personal information.

## 2. Our Functions

DVS is responsible for administering a range of vehicle and driver licensing services to the Western Australian community, including:

- Testing of drivers
- Granting and renewing driver's licences
- Inspecting motor vehicles
- Licensing motor vehicles
- Issuing number plates
- Granting and renewing WA Photo Cards

In carrying out our statutory functions and delivering these services DVS collects, holds and uses your personal information.

## 3. Privacy Principles

DVS is committed to protecting your privacy and ensuring that your personal information is managed consistently with the Australian Privacy Principles in the Commonwealth *Privacy Act 1988*. These principles govern standards, rights and obligations around:

- the collection, use and disclosure of personal information;
- an agency's governance and accountability;
- integrity and correction of personal information; and
- the rights of individuals to access their personal information.

This Privacy Policy adopts the below Australian Privacy Principles which regulate the handling of personal information throughout its lifecycle, including our obligations around the collection, use, disclosure, protection and retention, as well as rights for individuals.

1. Open and transparent management of personal information
2. Anonymity and pseudonymity
3. Collection of solicited personal information
4. Dealing with unsolicited personal information
5. Notification of the collection of personal information
6. Use or disclosure of personal information
7. Direct marketing
8. Cross-border disclosure of personal information
9. Adoption, use or disclosure of government related identifiers
10. Quality of personal information
11. Security of personal information
12. Access to personal information
13. Correction of personal information

## 4. Personal Information

### 4.1 What is personal information?

Personal information is defined in the Commonwealth *Privacy Act 1988* as information or an opinion about an identified living individual, or an individual who is reasonably identifiable that may lead to the identification of a person:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is written down or recorded in a material form or not.

This could include information about a person's health, criminal or financial records and email addresses.

### 4.2 Types of personal information collected and held by DVS

#### 4.2.1 Personal Information

The collection of personal information is a central and necessary part of many of our functions and services. Personal information collected and held by DVS includes, but is not limited to:

- Customer name – including previous names
- Customer address – including address history
- Customer date of birth
- Customer gender
- Digital photographs and signatures

- Driver's licence, learner's permit, and WA Photo Card details
- Customer driver's licence restrictions
- Health information – such as eyesight tests and other permanent or long-term mental or physical conditions that are likely to, or treatment for which is likely to, impair a person's ability to control a motor vehicle
- Demerit points
- Driver's licence status and history - including details of interstate or international licences, suspensions, cancellations, and disqualifications
- Driving offence information
- Details of vehicles that have been or are licensed, including written-off vehicles
- Financial information – such as credit card or bank account details to facilitate licence renewal payments and refunds
- Entitlements for Government benefits – such as pension details to provide reductions in vehicle or driver's licence fees

#### 4.2.2 Sensitive Information

In order to fulfil its functions DVS may need to collect information that is considered 'sensitive information' under the Commonwealth *Privacy Act 1988*, for example, this may include information or an opinion about your health, ethnic origin, criminal record (which may be relevant for offences under a WA [road law](#) or suitability to hold a driver instructor's licence) and biometric information (such as a digital copy of your facial image and signature for driver licensing purposes or your voice when contacting our call centre).

We may use and disclose sensitive information for the following purposes:

- the primary purpose for which it was collected;
- reasonably expected secondary purposes which are directly related to the primary purpose;
- purposes to which you have consented; and
- where otherwise required or authorised by law to be disclosed.

#### 4.3 When will personal information be collected?

DVS collects personal information for the primary purposes of undertaking our functions and providing services. Personal information may be collected in person, over the telephone, through our online services or by mail.

Credit card information collected by us to process payments will be held in accordance with the international Payment Card Industry Data Security Standard (PCI-DSS).

When you visit the DoT website or log into DoTDirect, our server makes a record of your visit and logs the following information for statistical purposes:

- The user's server address.
- The user's top level domain name (e.g: .com, .gov, .au, .uk etc.).
- The date and time of the visit to the site.

- The pages accessed and documents downloaded.
- The previous site visited.
- The type of browser used.

Our statistics provider uses cookies to monitor your use of our website. Individual use is not analysed and information about your use is only analysed on a bulk basis for broad demographic content. These cookies can be blocked without impacting your interaction with this website.

This information about your use is only analysed on a bulk basis for broad demographic content. Individual use is not analysed.

If you use the website to complete an online application form, we will only collect the information contained in that application form if you submit the form to us. If you log out of the website or cancel the application prior to submitting the form, the information you had entered will be automatically deleted.

Our online forms and DoT Direct services use cookies to store information on your computer so that you do not have to re-enter your details when you refresh the page or make an error. Once you close your web browser the information will be removed from your computer. Some online forms and services may not be accessible if these cookies are blocked.

No attempt will be made to identify users or their browsing activities using the above information, except in the event of an investigation or where a law enforcement agency or other government agency may exercise its legal authority to inspect our logs.

#### 4.4 How is personal information used and disclosed by DVS?

In most circumstances DVS will only use personal information for the purpose it was collected. It may be necessary or expedient for DoT to use information for another purpose or disclose it to another party as authorised by law. For example, driver's licence details are provided to the WA Police Force for on-road compliance and enforcement purposes and assist officers in identifying drivers.

DoT is permitted to disclose personal information under a written law to an authorised person for an authorised purpose, or to fulfil an order of a Court or Tribunal within Australia. DVS may disclose certain information relating to driver's licences, permits, vehicle licences, optional plates, or demerit points (including offence details) to an interstate or [overseas licensing authority](#), if the CEO considers that the information is required by the authority for the purposes of performing its functions.

The release of personal information is strictly managed and monitored by DoT's Freedom of Information and DVS Release of Information teams in accordance with legislation, policies and procedures.

Under no circumstances will personal information be disclosed to a third party for the purpose of direct marketing.

#### 4.5 Requirement to update your personal information

We will take all reasonable steps to ensure that personal information we collect is accurate, complete and up to date. This helps to ensure that any correspondence, such as a licence renewal or vehicle safety recall is received and can be acted upon.

WA [road laws](#) require all persons who hold a vehicle or driver's licence to notify DVS of a change to the person's name and residential address within 21 days of the change. Failure to do so may result in a penalty.

#### 4.6 Access to your personal information

In the first instance, you may be able to access your personal information through DVS, free of charge, by calling 13 11 56. Once your identity has been verified you may be able to receive electronic copies of personal information, relating to your vehicle or driver's licence, held by DVS.

DoTDirect is an online service that allows you to access personal information relating to your driver's licence, demerit points, vehicle licences, recreational vessels and much more.

DoTDirect can be accessed on the DoT website at [www.transport.wa.gov.au](http://www.transport.wa.gov.au)

You also have a right to apply for access to Government documents that contain your personal information under the *WA Freedom of Information Act 1992* (FOI Act). For example, you may wish to view your driver's licence record, address history or details of employment (if you have previously worked for DoT). Fees are payable.

DoT cannot disclose personal information about another person under the FOI Act.

Before you make an FOI application for personal information, please contact the DoT FOI Coordinator to see if this information can be provided to you directly. You will be required to provide documentary proof of your identity before information will be released (e.g. a passport or driver's licence). They can be contacted at Department of Transport, GPO Box C102, Perth WA 6839 or by email at [foi@transport.wa.gov.au](mailto:foi@transport.wa.gov.au).

For further information, please visit the DoT website and search for 'Freedom of Information'. This does not affect your rights to make an application under the FOI Act, you can contact the Office of the Information Commissioner on (08) 6551-7888 or by email to [info@foi.wa.gov.au](mailto:info@foi.wa.gov.au)

#### 4.7 What to do if you believe the information we hold about you is inaccurate

If you believe that any personal information we hold about you is inaccurate or out of date, please contact us and we will review and update the relevant information.

You will be required to provide evidence to support any change of name, date of birth or gender. Further information on changing your personal details can be located on the DoT website [www.transport.wa.gov.au](http://www.transport.wa.gov.au)

Change of address for holders of a vehicle licence, driver's licence, recreational boat registration, Recreational Skipper's Ticket or WA Photo Card can be completed online or via DoTDirect by visiting [www.transport.wa.gov.au](http://www.transport.wa.gov.au).

#### 4.8 Security and storage of personal information

DoT will take reasonable steps to protect the personal information we hold from loss, and unauthorised access, use, modification or disclosure. These steps include:

- storing records securely as required under the *WA State Records Act 2000*;

- restricting access to personal information on a need-to-know basis and only by authorised personnel who need your information to carry out our business activities or provide you a service;
- monitoring and auditing system access;
- restricting system access to authenticated credentials only;
- ensuring persons with access to personal information understand their legal and ethical requirements not to access, use or disclose information for unauthorised purposes;
- requiring any third party providers to have acceptable security measures to keep personal information secure;
- ensuring our buildings are secure and only accessed by authorised persons; and
- regularly updating and auditing our storage and data security systems.

## 5. Privacy Policy breaches

DoT undertakes to ensure persons who breach this Policy are appropriately dealt with under the *Public Sector Management Act 1994*, and/or DoT Code of Conduct, including third party service providers.

Breaches, such as unauthorised disclosure of personal information, may also constitute misconduct under the *Corruption, Crime and Misconduct Act 2003* or an offence under the *Criminal Code* and may be dealt with by the WA Police and/or the Corruption and Crime Commission.

## 6. Privacy Complaints

If you are concerned that we have not complied with this Privacy Policy, you may contact our Privacy Officer.

Attention: Privacy Officer  
Driver and Vehicle Services  
Department of Transport  
GPO Box R1290  
Perth WA 6844

Email [DVSprivacyofficer@transport.wa.gov.au](mailto:DVSprivacyofficer@transport.wa.gov.au)

The complaint should provide sufficient detail so the issues and concerns can be investigated.

Your complaint will be investigated by our Privacy Officer and a response to your complaint will be provided in writing within a reasonable period.