



## Fact Sheet

# How we use your information

### Keep us up to date

It's important that you let us know if there are any changes to your situation, contact or personal details. It is a legal requirement to notify Driver and Vehicle Services within 21 days of changing your address.

Please let us know straight away if any of these details change:

- Your name.
- Address (including if you move abroad).
- Phone number (including mobile).
- Email address.
- Your eligibility to any concession.

### How we use your information

We treat all information we hold about you as private and confidential. Your personal details may be disclosed to other driver licensing authorities to assess your application or verify any information you have provided.

We may use any information you give us about yourself to:

- Manage your driver's licence and vehicle account.
- Verify your eligibility for concessions.
- Carry out analysis in order to identify regulatory risks and fraud.
- Keep you up to date with information about your account.
- Undertake anonymised statistical analysis (we won't be able to identify individuals from this data).
- Provide you with advertising material in licence renewal notices (you have the right to opt-out).

Your personal driver's licence information, photograph, and vehicle licence information may be used, or disclosed to a third party:

- where authorised under 'road law' as defined in the *Road Traffic (Administration) Act 2008*, or Commonwealth law, or
- in compliance with a Court Order issued within Australia.

### Website

When you look at our website, our web 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.

## Telephone calls

We may monitor or record telephone calls for training, quality assurance and other business purposes.

## Your Secure Identity

The Department of Transport (DoT) is committed to safeguarding your identity through secure information management and personal identification systems.

DoT uses a biometric facial recognition system to protect identities, improve the security and integrity of licence and photo cards and help detect potential identity fraud.

The facial recognition system makes it difficult for people to obtain a fraudulent Western Australian (WA) driver's licence or photo card and prevents people from holding more than one licence card.

## Evidence of Identity

Western Australian road laws require persons to establish their identity when licensing vehicles, transferring vehicle licences and for the grant or renewal of a driver's licence.

The Western Australian *Photo Card Act 2014* also requires persons to establish their identity for the application of a Photo Card.

Consequently, when conducting these transactions, the **Chief Executive Officer** has discretion to accept a variety of documents to establish or confirm a person's identity.

Depending on what type of transaction you are conducting with us, a range of proof of identity documents can be accepted.

The Department of Transport is not authorised to release your information to a third party in circumstances outside of the administration of the road law. However, once you have established your identity, you may ask for certain transactions to be conducted on your behalf. The third party must provide proof of identity and details of the transaction. For example, the vehicle licence number and vehicle owners name.

## Finding out the information we hold about you.

The *Freedom of Information Act 1992* (the FOI Act) gives you the right to apply for access to documents held by the Department.

Your right to apply is not affected by any reasons you have for wishing to obtain access. The kinds of documents to which you may request access include paper files, computer records, maps, plans, photographs, tape recordings, films, video tapes and electronically stored information

Information on the Freedom of Information process is available on the Department of Transport website at [www.transport.wa.gov.au/aboutus/freedom-of-information.asp](http://www.transport.wa.gov.au/aboutus/freedom-of-information.asp)