

Privacy Policy - Your Privacy is important to us

CrimTrack is committed to ensuring we comply with our obligations under federal and state Australian privacy laws and we will take all reasonable steps to do so. We employ sophisticated security systems to protect our computer systems and premises.

Our CheckmyID system for verification of your identity is protected by blockchain technology to mitigate any risk of unlawful access to your personal information. This system is decentralised so that no personal information you provide as part of the identity check is kept on any third-party servers. You control access to your personal information, and you decide how that information is shared. We are obliged to keep a log of the type of documents you submit for the verification of your identity, and we pass those references to the Australian Criminal Intelligence Commission (ACIC). We do not keep or transmit images of your personal identity documents once they have been verified.

The type of information we collect depends on the type of service requested from us. When we are asked to perform a Police Check, the type of information we collect includes all fields described in the online identity check through CheckmyID and in the Police Check application, which must be completed in full before we can perform the check. This includes the following details in relation to an applicant:

- Full name, previous names or alias
- Date and place of birth
- Residential addresses for the past five years
- Contact information
- Employment history
- Criminal history information
- Entitlement to work in Australia
- Details of identity documents
- Billing information.

If we are not provided with the personal information we require, we cannot provide the Services. We also use cookies on our website to automatically gather and store the following information in order to track the use of our website:

- The IP address from which the website is accessed
- The name of the domain from which our visitors access the Internet
- The type of browser and operating system used to access the website
- The date and time of each visit to www.crimtrack.com.au
- The pages, files, documents and links accessed during each visit
- The Internet address of the website from which a visitor linked to www.crimtrack.com.au (i.e. the previous site the visitor visited, which directed the visitor to us)

We do not make any attempt to identify individual website users or their particular browsing activities from the automatically collected information. We may however use cookies on our website.

We collect personal information in respect of an applicant either from the applicant directly, or from third parties with the applicant's consent. However, to perform National Police Checks, we also collect personal information about applicants from the Commonwealth of Australia acting through the Australian Criminal Intelligence Commission, (ACIC) a Commonwealth statutory authority established under the Australian Crime Commission Act 2002 (Cwlth).

We only use personal information for the purpose for which it is collected by us and for related purposes that could be reasonably expected, such as informing you of new or altered services provided by us from time to time. We will not use personal information for any other purpose without consent. We store, use and analyse the non-identifiable information we automatically collect in the aggregate only and only to provide us with information about the general use of our site with a view to improving any process that forms part of the Service we offer via our Website.



We may disclose personal information to third parties, for example, to our contractors to whom we contract out certain services and our related bodies corporate, for the purpose for which the information was collected or for related purposes that could be reasonably expected.

We engage third parties (principally ACIC) and other authoritative sources such as the Attorney General's Department, Document Verification Service (DVS) to perform services for us which involves them checking your personal information against the original source. Other than the above, we will not disclose your personal information without your consent unless the disclosure is required or authorized by law.

A person can request access to the personal information we hold about them or ask us to correct personal information we hold about them. We will, on written request, provide a person with access to their personal information, unless there is an exception which applies under relevant privacy laws. If we refuse to provide access to the information, we will provide reasons for the refusal and inform the person of any exceptions relied upon. If the personal information we hold about a person is inaccurate, incomplete or out-of-date and the person asks us in writing to correct this information, we will take reasonable steps to either correct this information, or if necessary, discuss alternative action with the person.

We take reasonable precautions to protect and safeguard personal information from misuse, loss or unauthorised access by using physical, electronic and procedural safeguards. If you wish to gain access to your personal information, have a complaint about a breach of your privacy or you have any questions on how your personal information is collected or used, please forward your request, complaint or question to the address below.

We may amend this Privacy Statement as our business requirements or the law changes. Any changes to this Privacy Statement will be updated on our website www.crimtrack.com.au

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