

Document Verification System & Information Privacy

How CBS uses the Document Verification Service

CBS uses the Document Verification Service (DVS) to confirm, with your consent, that the information on your identity document matches the original record.

The DVS is a secure service operated by the Commonwealth government and enables us to verify documents directly with the issuers of those documents.

Our Obligations

In verifying your document, CBS is required to comply with the Privacy Act 1988 (Cth), and the Information Privacy Principles Instructions (SA).

We will only submit information to the DVS with your consent, and only use that information for the purpose of providing services that you have requested.

We will retain the information for no longer than we are legally required to.

We will not disclose information to third parties unless legally required to do so, or with your express consent, and we will ensure that our staff are aware of their privacy and security obligations prior to using the DVS.

Your rights

You have the right to refuse to consent to the use of the DVS. If you do decline to consent, you may need to verify your identity another way, which may not be as fast or as secure

Where you can make a complaint

To make a complaint relating to the collection, use and disclosure of identification information you can visit the Contact CBS webpage at [Contact CBS | Consumer and Business Services](#)

Where you can find more information about the DVS

To learn more about the operation and management of the DVS you can visit the Commonwealth Identity Verification Services website at [Identity verification services | Attorney-General's Department](#).