

# Privacy Collection Statement

## PRIVACY COLLECTION STATEMENT (Subscriber Compliance Portal)

Protecting your privacy and personal information is important to us. Land Services SA (**LSSA**) operates the public land titles registry in South Australia and acts as delegate of the Registrar-General for the purposes of the *Real Property Act 1886* (SA). As part of delivering these services on behalf of the Registrar-General, from time to time, LSSA is required to conduct a Subscriber Compliance Examination in accordance with sections 33 and 34 of the *Electronic Conveyancing National Law 2013* (SA) (**ECNL**) and section 220A of the *Real Property Act 1886* (SA) (**RPA**). This is a compliance audit program of Subscribers who use electronic conveyancing including conveyancers and lawyers when lodging instruments dealing with land on your behalf.

The compliance audit program has been designed to monitor the obligations and practices which support the certifications made by legal practitioners, registered conveyancers and mortgagees (representatives) for paper and electronic transactions as they relate to Verification of Identity, Verification of Authority (Right to Deal), Client Authorisations and Retention of Evidence. This program involves random auditing of industry members and the dealings they lodge. An ELNO or Subscriber the subject of an audit, is required to comply with any reasonable requirements of LSSA conducting the compliance examination, including by providing information or documents for the purposes of the compliance examination in accordance with section 34(2) of the ECNL.

LSSA has developed a Subscriber Compliance Portal to facilitate the audit program and enhance protection of the information provided by Subscribers.

By completing the Subscriber Compliance Audit and using the Subscriber Compliance Portal to complete it, the ELNO or Subscriber will be providing LSSA with Personal Information (including in some cases, sensitive information) of the Subscriber and their customers related to the transactions that have been selected for audit.

The Personal Information collected by LSSA under this audit program will depend on the specific evidence files submitted by the Subscriber through the Subscriber Compliance Portal. General examples of information provided will include copies of passports, drivers' licences, birth/marriage/change of name certificates, Medicare cards, pension cards, contracts of sale, utility accounts, council rate notices and ESL notices.

In providing this information to LSSA, the Subscriber or ELNO represents that:

- any Personal Information of others provided or disclosed to LSSA in the conduct of the audit and submitted through the Subscriber Compliance Portal, will be provided with the informed and express consent of the relevant individual;
- the individual has been informed of LSSA collecting, holding, using and disclosing their Personal Information in accordance with the law, LSSA's obligations to the State of South Australia (the **State**) and LSSA's Privacy Policy; and

- the other individual has received this Privacy Collection Statement and agrees to our collection and handling of their information as outlined in this Statement.

Any information you provide when interacting with the Subscriber Compliance Portal (including any Personal Information) (collectively the **Data**), may be collected, used, disclosed and stored by LSSA in the following ways, (to which you consent):

- To analyse the Data for compliance with the certification requirements for Verification of Identity, Verification of Authority (Right to Deal), Client Authorisations and Retention of Evidence applicable at the time of the transaction selected for audit in accordance with sections 33 and 34 of the ECNL and section 220A of the RPA;
- For maintaining records of the Subscriber Compliance Audit completed in accordance with law;
- For the State's records and audit purposes including in accordance with its obligations under the *State Records Act 1997 (SA) (SRA)*.

In collecting your Personal Information and the Personal Information of others you may provide, LSSA complies with the Australian Privacy Principles (**APPs**) under the *Privacy Act 1988 (Cth)* and the State Records Act. You can obtain information about the APPs and your privacy rights in Australia at the website of the Office of the Australian Information Commissioner.

Our Privacy Policy at [www.landservices.com.au/privacy](http://www.landservices.com.au/privacy) includes additional information about the way we handle personal information, including how to seek access or correction of your personal information, how to complain if you believe we have breached our privacy obligations and how we will handle your complaint.

For further information you may also contact our Privacy Officer:

- By mail: Attention - The Privacy Officer, Land Services SA, 101 Grenfell Street, Adelaide SA 5000, Australia
- By phone: +61 8 8423 5000
- By email: [privacy@landservices.com.au](mailto:privacy@landservices.com.au)

All references to Land Services SA (or to LSSA, we, us or our) in this statement, means Land Services SA Operating Pty Limited ACN 618 229 815 as trustee for the Land Services SA Operating Trust ABN 86 836 650 939 including our subsidiaries and affiliated entities (including Relational Data Systems Pty Ltd).