



Women's Information Service

Suppression of Personal Details: Information Guide

Privacy restriction will help in protecting an individual however if the offender is an ex-partner then it is important to ensure that that person is not left as a nominee with permission to receive or access information. This is important when dealing with many organisations, public and private.

This information guide is designed to be used in conjunction with the 'Suppression of Personal Details Checklist'. Neither the guide nor the checklist are exhaustive but they aim to identify a key number of organisations to be considered and contacted to assist in protecting an individual's privacy.

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All effort has been made to ensure the accuracy of the information in this guide as at the time of production. The information in this guide should not be a substitute for legal and/ or professional advice. To provide feedback on the contents of this guide please email wis@sa.gov.au

Centrelink and Medicare

What do they collect?

Personal details, bank account details, health care information, income and asset information relating to services and payment of benefits.

How to suppress an address/information

Medicare and Centrelink are bound by strict confidentiality and secrecy provisions that limit how, when and to whom information can be used and released; and protect the personal information of customers who have disclosed family and domestic violence. However, it is important that Medicare and Centrelink customers:

- contact Medicare and Centrelink to update contact details and advise of any changes in their family circumstances; and
- ensure privacy safeguards are in place and that records are flagged for no release of personal information.

eHealth

- eHealth records – where an individual has registered themselves or members of their family on eHealth, the individual has access on the eHealth website to control the information that goes into it and who is allowed to access these records.

Further information

Medicare – Centrelink website <http://www.humanservices.gov.au>

Or phone: Medicare 13 20 11
Centrelink 13 17 94

Centrelink Social Work Services – call 13 28 50 to request social worker or visit local service centre

Link to finding the nearest Medicare or Centrelink service centre
<http://findus.humanservices.gov.au/>

For more information on protecting privacy on **eHealth**
<http://www.ehealth.gov.au/internet/ehealth/publishing.nsf/content/home>

If you are having an issue with Centrelink the Welfare Rights Centre (SA) Inc may be able to assist:

Website: www.wrcsa.org.au

Telephone: (08) 8223 1338 Toll free: 1800 246 287

Child Support Agency

What do they collect?

The personal information of all parents and carers in the child support scheme.

How to suppress an address/information

To suppress an address/personal information an individual will need to:

- contact the Child Support Agency (CSA) and let them know that there is a history of domestic violence and ask them to collect child support from the other parent on their behalf.

In certain circumstances the CSA will provide an additional level of protection to personal information.

Where the CSA identifies a parent as being at risk of family violence and the circumstances of the situation may warrant increased security for the parent, the parent's case will be referred to an authorised Restricted Access Customer System (RACS) Coordinator.

If the case requires additional security, access to computer and paper file records of these parents will be in accordance with agency guidelines concerning restricted access customers.

The CSA will consider all relevant information when deciding if it is appropriate to classify a person's information as eligible for entry on the RACS. This includes whether a person specifically asked for special protection and any special protection that other government agencies have provided for that person's information.

Further Information

Website: www.humanservices.gov.au

Telephone: Child Support Agency 13 12 72

If there are any problems applying for Child Support – the Child Support Unit at the Legal Services Commission can provide free advice. They can be contacted on 8463 3576 or 1300 366 424 (outside Adelaide).

Australian and State Electoral Commissions

What do they collect?

Names and addresses to maintain a publicly available electoral roll of all persons registered to vote. Information collected is shared with all state and territory electoral commissions for the purposes of managing and maintaining the electoral rolls.

How to suppress an address/information

To suppress an address and become a silent elector on the Federal and State Electoral Roll:

- a 'Registration as a Silent Elector' application form and statutory declaration need to be completed and submitted to the AEC. Forms are available on AEC's website.
- only one application is required to suppress an address on both the federal and state electoral rolls.
- if an applicant moves house or changes their name they do not have to reapply for silent elector status, but they do need to update the electoral roll with their new details.
- where there are other family members enrolled at the applicant's address with the same family name it is strongly recommended that they also become silent electors so that the address does not appear in association with the family name on the electoral roll.
- a separate silent elector form is required for each person requesting silent elector status, however only one statutory declaration needs to be submitted as long as it includes the names of all the people applying.

When granted silent elector status, **only the applicant's name is shown** on the publicly available electoral roll

Where the applicant is already on the State electoral roll and they have applied for and been granted 'silent elector' status, this status will carry over to their Local Council Voters Roll.

Further information

Registration as a silent elector application forms and statutory declaration forms are available on the Australian Electoral Commission (AEC) website:

www.aec.gov.au/Enrolling_to_vote/Special_Category/Silent_Electors.htm

AEC contact number: 13 23 26

Electoral Commission of South Australia (ECSA) website:

www.ecsa.sa.gov.au/enrolment/special-enrolment-circumstances

ECSA contact number: 1300 655 232

Motor Vehicle Registration including Licence holders (Service SA)

What do they collect?

Personal information, name/address details relating to vehicle registration and issuing of driver's licences.

How to suppress an address/information

Where an individual is concerned that their safety or the safety of a family member/s may be put at risk if their physical address is displayed on their driver's licence then they should:

- contact the Registrar of Motor Vehicles on 13 10 84

OR

- write to the Registrar of Motor Vehicles requesting that their licence contain a post box instead of their actual address.

The Registrar will require evidence as to why their address is not to be recorded.

Application/letter to be addressed to:

Registrar of Motor Vehicles, GPO Box 1533, Adelaide, SA 5001

Further information

Website: www.transport.sa.gov.au

Telephone: 13 10 84

Important to Note: Service SA advise that they do not disclose personal information held on an individual to a third party unless the release is consented to by the licence or registration holder or the release is authorised or required under a State or Federal law.

Lands Titles Office (LTO):

What do they collect?

Details of all Certificates of Title, Crown Leases and Lands Titles Office (LTO) dealings, such as transfers and leases, together with a Power of Attorney Index containing details of all Power of Attorney documents registered with the LTO.

How to suppress an address/information

To suppress an address from the results of a name search carried out on the LTO land information systems an applicant:

- needs to be able to demonstrate that their safety or the safety of another person will be put at risk if the applicant's name is displayed in the results of a name search
- must meet at least one of the following criteria:
 - owns or has previously owned property in South Australia
 - holds or has previously held an interest in property in South Australia, for example as a lessee
 - is a benefitting party – for example, a caveator or lessee on a document lodged with the LTO
 - is named, in any capacity, on a power of attorney document lodged with the LTO
- needs to submit a 'name search application' together with a statutory declaration to Land Services Group.

No fee is payable for submitting an application for name search suppression.

Note: *Name Search Suppression* will only prevent an individual's details from being revealed to someone searching LSG records using their name. It will still be possible for a person to access an individual's information using alternative search criteria (e.g. Certificate of Title reference or LTO document reference).

Further information

Land Title Office

Website: www.sa.gov.au/landservices/nss

Telephone: 08 8226 3983

Name Search Suppression Packs and instructions:

www.sa.gov.au/data/assets/pdf_file/0011/19100/Name_Search_Suppression_Application_Pack.pdf

Local Councils

What do they collect?

Personal information collected by Councils will depend on the particular purpose for which it is collected, however the information collected may include but is not necessary limited to:

- Names and addresses (postal, residential and e-mail addresses)
- Telephone numbers
- Property ownership and/or occupier details
- Details of resident's/ratepayer's spouse or partner
- Development applications, including plans or specifications of buildings
- Pet ownership
- Electoral roll details
- Pensioner / concession information
- Payment history
- Financial, rental or income details
- Details of land valuation
- Details of employment
- Insurance details

Most of the information and documentation held by Councils on property owners is available for public viewing.

How to suppress an address/information

As Councils are likely to have different procedures and requirements around suppression of personal details:

- an individual property owner will need to contact their local Council Officer to apply to have their personal details suppressed from their Council's Assessment Record and Voter's Roll.

As an example of what is available, both the Unley and Playford City Councils have the following procedures in place for property owner to have their personal details suppressed on publicly available documents - an 'Application for Suppression of Personal Details' is required to be completed and forwarded to the CEO of the Council, addressed 'private and confidential' with the reasons for the suppression (ie property owner's safety or the safety of another person will be put at risk).

Further information

Local Government Association of South Australia (LGA) has information about each Council including links to each Council website: <http://lga.sa.gov.au/page.aspx?u=210>

Births, Deaths and Marriages (BDM)

What do they collect?

Personal details (name/address) of both parents when registering the birth of a child.

How to suppress an address/information

- Where an individual is concerned when registering the birth that their safety or the safety of their child/children may be put at risk if their physical address is released to the father then they should contact Births, Deaths and Marriages about suppressing address details as well as having birth registration records flagged for no release at a future stage.
- BDM advised where mother concerned about safety and that of child where her physical address released a letter, supporting documents would need to be provided.

Further information

BDM advised where the name of the father is known then they are required to be on the birth registration form as signature of both parents required. The name and usual residential addresses of the mother, father or co-parent at the time of birth/registration is required on the birth registration certificate unless the mother registers child's father as unknown.

In circumstances where mother has registered birth, and the father is known, but she does not wish to contact the father directly to obtain his signature his contact details where known are required to be provided so that BDM can contact the father on her behalf.

BDM will send confirmation to father to sign and advised where DV has been flagged will suppress mother's contact details on the form.

BDM have advised that they **cannot give assurance** that at a future date if father requested copy of birth certificate mother's residential address at time of birth would not be released.

Births, Deaths and Marriages
Consumer & Business Services
Street Level, 91 Grenfell Street, Adelaide

Or

GPO Box 1351
Adelaide SA 5001

Website: www.cbs.sa.gov.au

Telephone: 131 882

Email: applications.bdm@agd.sa.gov.au / registrations.bdm@agd.sa.gov.au

Insurance (Health, Income Protection, Life, Home & Contents, Motor Vehicle)

What do they collect?

Range of personal information which can be accessed by authorised insurance staff, agents, contractors or service providers in the course of undertaking their legitimate duties in providing a given product or service in relation to their business.

How to suppress an address/information

- Where there are any safety issues, restrictions or Intervention Orders in place an individual should contact their respective Insurance Company in order to obtain more information about their privacy practices including accessing, correcting or suppressing personal information as well as requesting that their policies be flagged for no release of information.
- An individual may need to provide copy/copies of any supporting material/s and the reasons for the suppression of personal details.

Further information

Contact the Insurance Company where the insurance policy is held.

If you have an issue with your private health insurance provider and are unable to resolve the matter then the Private Health Insurance Industry Ombudsman may be able to assist:

<http://www.phio.org.au/>

If you have an issue with your insurance provider and are unable to have the matter resolved the Financial Ombudsman Service may be able to assist. <http://www.fos.org.au/>

Mobile and Land line Phone Companies

What do they collect?

Usually collect a range of personal information

How to suppress an address/information

Contact phone carrier/s:

- to update personal details
- If have a land line and/or mobile phone, request phone numbers be unlisted
- If you want a different number, it is possible to change a phone number for free
- If you have moved out of a house, cancel the home phone registered in your name, as well as Internet and Pay TV accounts
- Check 'free reverse look up' services and if mobile or landline numbers and personal details are listed, contact the company/organisation and request that your name and address be removed.

Further Information

Reverse Australia (www.reverseaustralia.com/) is a free reverse look-up service for mobiles and landlines within Australia. Their service allows anyone to enter a phone number into their database and returns any details they may have about its owner and where they live, such as the names associated with the number and a Google map of the general area if an address is found. The results page for any listed number will also show a date for the last time the information was publicly available, so you know how current that information is.

To have a Residential Listing Removal

Contact Reverse Australia and let them know whether you would like the name and address, or address only removed. They only accept requests from individuals with the same surname as the current listing. Requests can take over a week to process.

[Email residential@reverseaustralia.com](mailto:residential@reverseaustralia.com)

Contact relevant phone carrier/s.

If you have a complaint about your phone carrier and are unable to resolve it, the Telecommunications Industry Ombudsman may be able to assist. Website:

<https://www.tio.com.au/>

Utilities – Gas and Electricity

What do they collect?

When individual/s enter into a contract with a utilities provider they usually collect a range of personal information including but not exclusive to name, address, date of birth, driver's licence details, email address bank account or credit card details, and credit or repayment history information.

How to suppress an address/information

Individuals should contact their respective utilities provider and where they:

- have moved out of house - have their name/personal details removed from utilities company records/accounts.
- remain in house - obtain information on their utilities privacy policy and seek to ensure their personal information is not disclosed to third parties.

Further Information

Utility companies may disclose personal information collected to third parties to assist in providing services to their customers. They are however covered by the Privacy Act and are required take reasonable measures to ensure that the organisations that they disclose personal information to are bound by confidentiality and privacy obligations in relation to the personal information.

Contact relevant Gas and/or Electricity provider.

If you have an issue with your utility provider and are unable to resolve it the Energy and Water Ombudsman (SA) may be able to assist. Website: <http://www.ewosa.com.au/>

SA Water

What do they collect?

Personal information collected on customers may include, but not be limited to, name, address, contact details, concession status, financial details, plumbers' registration details, property and water use details.

How to suppress an address/information

SA Water advise they do not disclose personal information about an individual to a third person unless:

- the individual has given express or implied consent to the disclosure;
- the person disclosing the information believes, on reasonable grounds, that the disclosure is necessary to prevent or lessen a serious or imminent threat to life or health of the individual or of some other person; or
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty; or the protection of the public revenue; or the protection of the interests of the government, statutory authority or statutory office-holder as an employer.

To suppress addresses of personal details an individual will need to contact SA Water to:

- establish what information is held, who has access to that information and what the process is to suppress details of their personal information or have their records flagged for no release of information where their personal safety and safety of family members may be at risk;

and where required

- provide information on their change in circumstances in support of their application.

Further information

Website: <http://sawater.com.au>

Telephone: 1300 650 950

If you have an issue with SA Water and are unable to resolve it then the Energy and Water Ombudsman SA may be able to assist. Website: <http://www.ewosa.com.au/>

SA Public Libraries

What do they collect?

SA Public Libraries collect and maintain some personal information about customers such as contact/address details in order to provide library services.

In 2012 the SA Public Library Network established its 'One Card' network which is a one card shared system enabling all public libraries in South Australia to offer the South Australian community with access to the entire borrowable holdings of the State.

How to suppress an address/information

SA Public Libraries advise that their customers have a right and an expectation that the information they provide will be treated as confidential and their personal details will not be disclosed other than where it is required by law or where appropriately authorised in work being undertaken. However:

- Individuals should contact their local public library to establish what information is held, who has access to that information and what the process is to suppress details of their personal information or have their records flagged for no release of information where their personal safety and safety of family members may be at risk.

Further Information

Website: <http://www.libraries.sa.gov.au/privacy>

Dog Cat and Management Board (DCMB)

What do they collect?

The Dog and Cat Management Board provides advice on dog and cat management in South Australia. The Board does not collect personal information on dog or cat owners.

How to suppress address/information

- Individuals will need to contact their local council regarding requirements and procedures on suppression of address information.

Further Information

DCMB advise that where an enquiry is made about a particular animal, if inappropriate use of the register is suspected, access to the register cannot be declined but the resident should be advised.

Councils are required to provide access to the information that forms the register however are not required to divulge additional details i.e. the address at which the animal is registered. Thus if a violent or abusive ex-partner wished to obtain details regarding a particular animal, they would be able to be advised whether the animal was being held in that council area but no further information.

Website: www.dogandcatboard.com.au

Child/children's school and/or preschool

What do they collect?

Collect and uses personal information relating to parents and children that is necessary for the provision of child/childrens enrollment and ongoing attendance at school/preschool.

How to suppress an address/information

- Contact the school/preschool to update contact details and let them know of any safety issues for the children, and/or any restrictions, intervention orders, etc.

Further Information

Contact your child/children's school or preschool.

Doctor, Dentist, Health Provider

What do they collect?

Personal information that is necessary for the provision of an individual's or family's health care.

How to suppress an address/information

Where an individual or a member of their family or a caregiver have any questions about privacy, confidentiality or access to personal information, they should contact a member of their health care team or the patient representative and discuss the options or process available to provide and additional level of protection in relation to their personal information.

Further Information

Contact Health Provider, Doctor, Dentist, etc. directly.

If you have an issue with your doctor, dentist or other health provider and are unable to resolve the issue then the Health and Community Services Complaints Commissioner (HCSCC) South Australia may be able to assist you. Website: <http://www.hcsc.sa.gov.au/>

Banks, Credit Unions and Superannuation Funds

What they collect?

Identity information such as name, postal or email address, telephone numbers, date of birth, financial details such as tax file number, credit information such as details relating to credit history, credit capacity, eligibility for credit ('creditworthiness'), and other information considered necessary to establish, set up and maintain accounts and provide services.

How to suppress an address/information

- Contact your bank/credit union/superannuation fund to update details, advise of changes in personal circumstance or discuss options available in maintaining privacy
- May need to consider and discuss closing joint accounts and opening new accounts

Further information

Contact individual banking/credit union institution/ superannuation fund.

If you have a complaint about your bank or credit union and are unable to reach a resolution the Financial Ombudsman Service of Australia may be able to assist you. Website:

<http://www.fos.org.au/>

If you have an issue with your Superannuation Fund and are unable to reach a resolution then the Superannuation Complaints Tribunal may be able to assist. Website: <http://www.sct.gov.au/>

Housing and Tenancies

What do they collect?

Collect and use personal information that is necessary in providing housing.

How to suppress and address/information

Where you have moved out of a rental property you should ensure your name is removed from the lease. Where there is a relevant court issued Intervention Order in force or where a person who resides at the premises has committed domestic abuse a tenant may apply to SACAT to terminate a residential tenancy. Contact the Tenants Information and Advisory Service (TIAS) who can provide more information.

If the residence is your own home you may need to seek legal advice about immediate rights and responsibilities.

Further Information

Tenants' Information & Advisory Service - 1800 060 462

Legal Services Commission of SA - 13003660424 or (08) 8463 3555

Consumer and Business Service (Tenancy advice) - 13 1882

SACAT website - www.sacat.sa.gov.au

Domestic Violence protections for the Tenancy Sector Information Paper:

http://www.cbs.sa.gov.au/assets/files/rtdv_info_paper_v5_final.pdf

Keeping safe online - General information on private browsing or incognito mode

Private browsing or incognito mode is a feature that can be enable in any web browser to prevent others who use the same computer from being able to view an individual's web history, downloads, autofill and dialog box information.

It can be used to keep browsing activities private, where an individual is concerned about safety and privacy.

Private browsing or incognito mode only prevents the browser from storing browsing information locally.

It does not make a person anonymous online or prevent a person's internet service provider from seeing their traffic.

The following links provide further information on private browsing:

- [Google Chrome - browse in private with incognito mode](#)
- [Apple Safari - use private browsing windows](#)
- [Apple Safari mobile - turn private browsing on or off on your iPhone, iPad, or iPod touch](#)
- [Microsoft Internet Explorer - InPrivate Browsing](#)
- [Mozilla Firefox - private browsing using Firefox without saving history](#)
- [Opera - private browsing](#)

If the computer a person is using has any other monitoring software, it can still capture and monitor everything the person is doing on the computer, even if they are in incognito mode or private browsing.

Closing windows

Shortcuts are a good way to quickly close a browser window or application screen. The following instructions show how to do this.

Microsoft Windows:

- press **Control** and **W** at the same time to close a current window
- press **alt + space + n** sequentially in that order to minimise a current open window
- press **Windows logo key** and **M** at the same time to minimise all open windows
- press **Alt** and **F4** at the same time to close an active item or program

Mac OS X:

- press **F11** to hide all open windows
- press **Command** and **W** at the same time to close an open window
- press **Command, Option** and **W** at the same time to close all open windows
- press **Command** and **M** at the same time to minimise a current open window
- press **Command, Option** and **M** at the same time to close all open windows

Browsers:

Google Chrome

- press **ALT** and **F4** at the same time to close a window in Linux or Windows
- press **Command, Shift** and **W** to close a window in Mac OSX

Mozilla Firefox

- press the **ALT** and **F4** keys at the same time to close a Firefox window on a Windows PC
- press **Command, Shift** and **W** at the same time to close an open window in Mac OS

Internet Explorer

- press **Control** and **W** keys at the same time to close an active open window
- press the **Control, ALT** and **F4** keys together to close all other open windows

Australian Taxation Office (ATO)

What do they collect?

Personal information under a range of legislation. If an individual is registered on the Australian Business Register, certain information collected will be used to update the ABR and some of this information is publicly available.

How to suppress an address/information

You can request that certain information on the Australian Business Register be suppressed that would otherwise be made available to the public.

Circumstances in which a request for suppression can be made include cases where a person has fears for their safety or that of their family – in much the same way as people can have their details suppressed from the electoral roll.

To withhold some of the details available to the public an individual is required to:

- apply to the Registrar of the Australian Business Register providing a letter detailing the information to be suppressed, a copy of any supporting material and the reasons for the suppression.
- send the application to suppress to the Assistant Registrar, Australian Business Register, GPO Box 9977, Hobart TAS 7001.

Some information on an individual's Australian Business Register record is not publicly available however it may be provided to other government agencies authorised by law. For more information regarding information available to government agencies authorised by law to receive it, refer to information on the following website: [ABR Help - Privacy statement](#).

Further information

Australian Business Register – 13 92 26

Information regarding suppression of information

[http://portalhelp.ato.gov.au/TAP/TA/Index/Privacy/How the ATO collects and uses information/](http://portalhelp.ato.gov.au/TAP/TA/Index/Privacy/How%20the%20ATO%20collects%20and%20uses%20information/)

Australian Securities & Investment Commission (ASIC)

What do they collect?

A range of personal and business related information to assist in maintaining publicly accessible registers of information about companies, financial services licensees and credit licensees.

Individuals who are company directors or secretaries are required to provide ASIC with details of their usual residential address on various forms and applications that they lodge with ASIC. These address details form part of ASIC's public database and will be available to the public.

How to suppress an address/information

In certain circumstances, it is possible to apply to ASIC for approval to have a usual residential address suppressed on ASIC's public database and, in its place, use an alternative address.

To be entitled to use an alternative address in place of a usual residential address in forms and applications lodged with ASIC, and on ASIC's public database, an individual:

- needs to have been granted '**silent enrolment**' status by the Australian Electoral Commission (AEC); or
- where the individual's name is not on an electoral roll at all within Australia, ASIC needs to have determined in writing, that including the individual's residential address on ASIC's public database would put at risk the individual's personal safety or the personal safety of members of their family.

Where an individual is on the Australian electoral roll and has been granted 'silent enrolment' status:

- the individual is required to lodge an 'application for suppression of residential address' together with a copy of the AEC's approval letter to confirm the 'silent enrolment' status with ASIC; and
- there is no fee required to lodge an application for suppression of a residential address.

Where an individual's name is not on the Australian electoral roll at all:

- ASIC must determine in writing that including someone's residential address in forms and applications lodged with them, or on our public database, would put at risk their personal safety or the personal safety of members of their family.

To enable ASIC to make this determination, an individual will need to lodge with ASIC an application to use an alternative address together with a statutory declaration detailing the reasons why the individual's personal safety and the safety of their family members is at risk; there is an application fee of \$38.00 for this.

Further information

The application for suppression of residential address and detailed information on process available can be found on the ASIC website: <http://www.asic.gov.au/for-business/changes-to-your-company/company-addresses/application-for-suppression-of-residential-address/>