



Women's Information Service

Suppression of Personal Details: Information Guide

This information guide is designed to be used in conjunction with the 'Suppression of Personal Details Checklist'. The guide and checklist aim to identify key organisations to be considered and contacted to assist in protecting an individual's privacy. They are not exhaustive and if you are worried urgently about your safety, we encourage you to contact a SAPOL Family Violence Unit, Women's Safety Services of SA or 000.

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 guide identifies organisations where you may have an individual as a nominee or where an individual may be able to gain personal information about you such as your home or work addresses, phone numbers and email addresses. The guide also provides instructions on how to contact organisations to resolve these issues and who to contact if the organisation is unable to provide assistance.



Women's Information Service

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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

MyGov

MyGov is an online portal where you access your commonwealth government services.

What do they collect?

Email address, phone number, date of birth

Through this portal you can also access other services including Centrelink, Medicate, Australian Tax Office, My Health Record, Australian Job Search, Child Support, My Aged Care, NDIS, National Redress Scheme and Department of Veteran Affairs.

How to suppress information?

If you think someone has accessed your MyGov account, the following options are available:

- Changing your password regularly to secure passwords
- Change the email address associated with the account
- Ensure you have a code sent to a secure phone to be able to unlock the account
- Open a new MyGov account and relink the services

To get help with your MyGov account you can visit in person or call up.

There are more details on the following pages about suppressing information for the individual services linked with MyGov.

Further Information

MyGov

Phone: 13 23 07

Visit: 88 Grenfell Street

Website: <https://my.gov.au/mygov/content/html/help.html>

Centrelink

Centrelink is a commonwealth government department that delivers social security payments and other services nationally. Such payments could be parenting, disability and/or illness, older Australians, job seekers and more.

What information is collected?

Personal details (including addresses, phone numbers, date of birth), bank account details, health care information, income and asset information relating to services and payment of benefits.

How to suppress information?

Centrelink are bound by strict confidentiality and secrecy legislation that limit how, when and to whom information can be used and released. They also have added security measures to protect the personal information of customers who have disclosed family and domestic violence. It is important to:

- Contact Centrelink to update personal details
- If you feel comfortable, inform them of your situation so they can flag your account and add extra security measures to your account
- Ensure your MyGov account is secure if you think someone may have access to your Centrelink online account
- If you are having trouble with Centrelink you can contact the Welfare Rights Centre

Further Information

Centrelink

Phone: There are specific numbers for each payment/service type which can be found here <https://www.humanservices.gov.au/individuals/contact-us/phone-us>

Visit: Find your closest Centrelink office here <https://findus.humanservices.gov.au/findnearest.asp>

Welfare Rights Centre

Phone: (08) 8223 1338

Visit: 97 Pirie Street, Adelaide 5000

Email: hlc@wrcsa.org.au

Medicare

Medicare is a commonwealth government department that helps with the cost of health care and medicine.

What do they collect?

Personal details (addresses, date of birth, phone numbers), Medical Claim History (which can contain information about the doctor or practice who performed the service, Banking details, Medical history of any dependant children.

How to suppress information?

Medicare is bound by strict confidentiality and secrecy legislation that limit how, when and to whom information can be released. They also have added security measures to protect the personal information of customers who have disclosed family and domestic violence. It is important to:

- Contact Medicare and update personal details
- If you feel comfortable, inform them of your situation so they can flag your account and add extra security measures to your account
- Ensure your MyGov account is secure if you think someone may have access to your Centrelink online account
- You can also cancel your Medicare Online account and prevent it from being reopened without it impacting your medicare benefits

Further Information

Medicare

Phone: 132 011

Visit: Find your closest Medicare office here

<https://findus.humanservices.gov.au/findnearest.asp>

Email: medicare@humanservices.gov.au

When emailing do not include personal or sensitive information, as the safety of the email can not be guaranteed.

My Health Record

My Health Record is a commonwealth government online service used for keeping track of your important health information in one place.

What do they collect?

Personal details, including addresses and phone numbers, medicare details, medical information, doctor information, prescriptions issued.

How to suppress information?

If you are affected by family and domestic violence, you can take steps to control the information in yours and your children's My Health Record.

Contact MyHealthRecord about how to:

- Set privacy and security controls
- See who has viewed your record
- Choose what information is in your record
- Register for My Health Record under a pseudonym

Further Information

My Health Record

Phone: 1800 723 471

Website: <https://www.myhealthrecord.gov.au/>

Child Support

Child Support is a part of the commonwealth government Department of Human Services who assess, collect and disburse child support payments to help separated parents.

What do they collect?

Personal details (addresses, phone numbers, details on dependant children), bank account details, health care information, income and asset information relating to services and payment of benefits. The information is collected for all parents and carers in the Child Support Scheme.

How to suppress information?

- Contact the Child Support Agency and inform them of the domestic violence
- Ask them to collect the child support on your behalf

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:

Child Support

Phone: 13 12 72

Website: <https://www.humanservices.gov.au/individuals/child-support>

Child Support Unit (Legal Services Commission)

The Child Support Unit at the Legal Services Commission can provide free legal advice

Phone: 8111 5576 or 1300 366 424

Email: childsupportunit@lsc.sa.gov.au

Website: https://lsc.sa.gov.au/cb_pages/childsupporthelp.php

Australian Tax Office (ATO)

The Australian Tax Office is the Commonwealth Governments revenue collection agency responsible for administering Tax and Superannuation.

What do they collect?

Personal information - including addresses, date of birth, tax file number, income details and contact details. 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 information?

The ATO is bound by strict legislation including confidentiality laws but if you suspect someone is trying to access your information through the ATO:

- Contact the Tax Office and ask them to use secure passwords and voice identification when using over the phone services
- Ensure your MyGov account is secure

How to suppress information on the Australian Business Register?

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.

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 supporting material and 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.

Further Information

Phone: 13 28 61

Visit: 88 Grenfell Street, Adelaide 5000

Service SA (Driving and Transport Services)

What do they collect?

Personal information (including addresses, date of birth, phone numbers), license number, car registration, online transactions

How to suppress information?

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.

If you are concerned about having your address details displayed on your drivers license, contact Service SA to discuss displaying a PO Box address instead.

If you have an online EzyReg account:

- Change the password regularly to something secure that can't be guessed

If you do not have an online EzyReg account and do not wish to have one:

- Contact service SA to ask that an account is not able to be created with your license details

Further Information

Service SA

Phone: 13 10 84

Visit: <https://www.sa.gov.au/topics/about-sa/directories/customer-service-centres/locations-and-opening-hours>

EzyReg online account:

Website: <https://account.ezyreg.sa.gov.au/>

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 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
- Only one application is required to suppress an address on both the federal and state electoral rolls.
- 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.

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.

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

Silent Elector Website:

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

Australian Electoral Commission

Phone: 13 23 26

Visit: <https://electorate.aec.gov.au/divisiondetailsbystate.aspx?stateAb=SA>

Lands Titles Office

The Lands Titles Office is where all Lands Titles Certificates are processed and held electronically.

What do they collect?

Details of Certificates of Title, Crown Leases, Lands Titles Dealing (including transfers and leases), and Power of Attorney information

How to suppress information?

To be eligible, you must be willing to declare that you believe your safety or the safety of another person may be put at risk by your address being displayed in the results of a name search. You must also meet at least one of these criteria:

- You own or have previously owned property in South Australia
- You hold or have previously held an interest in property in South Australia – e.g. as lessee
- You are a benefitting party – e.g. a caveator or lessee, on a document lodged with the LTO
- You are named, in any capacity, on a power of attorney document lodged with the LTO.

To apply for a suppression order you will need to submit a “Name Search Suppression” Application. This is a free service.

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 in individual's information using alternative search criteria (e.g. Certificate of Title reference or LTO document reference).

Further Information

Lands Titles Office

Phone: 8226 3983

Email: lsg_nss@sa.gov.au

Website: <https://www.sa.gov.au/topics/planning-and-property/certificates-of-title/suppress-your-address-on-name-searches-of-lto-records>

Local Council

Personal Information collected by local council varies largely on personal circumstance, some of the information that may be collected is:

- 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

How to suppress information?

Councils across South Australia are likely to have different policies and procedures for suppressing personal information; it is highly recommended you contact your individual council to find out specific details on suppressing information.

For example, Unley and Playford city council have a publicly available document on their website for "Application of Suppression of Personal Details" which must be completed and sent to the CEO of the Council.

Further Information

To find your Local Council please contact the Local Government Association or visit their website which lists each council and their contact information:

Phone: 8224 2000

Website: <https://www.lga.sa.gov.au/page.aspx?u=6561>

Births, Deaths and Marriages

Births, Deaths and Marriages are a state government agency which collects and stores information on births, deaths, marriages and families in South Australia.

What do they collect?

Personal details (names and addresses) of both parties when applying for a relationship certificate, a marriage license or a birth certificate.

Personal details may also be collected when applying for a death certificate, but these are not publically accessible.

How to suppress information?

Contact Births, Deaths and Marriages directly about:

- Suppressing Address details when registering a birth
- Flagging birth certificates to not be released to any other individuals

Births, Deaths and Marriages have advised that if safety is of a concern, there will need to be supporting evidence.

Where the name of the father is known they are required to be on the registration form. The name and usual residential addresses of the mother, father or co-parent at the time of registration is required on the birth registration certificate unless the father is registered as 'unknown'

If the father is known, but the mother doesn't wish to contact him, Births, Deaths and Marriages can contact the father on her behalf.

Note: There is no guarantee that addresses (as they are at the time of birth) won't be released if either parent requests a copy of the birth certificate.

Further information

Births, Deaths and Marriages

Phone: 131 882

Visit: 91 Grenfell Street, Adelaide 5000

Website: <https://www.cbs.sa.gov.au/births-deaths-marriages>

Adelaide Metro

Adelaide Metro is the public transport system in Adelaide. Personal details can be stored through a MetroCard when purchased.

What do they collect?

If you have registered for a MetroCARD online account personal details including name, date of birth, email address and phone number are collected.

If you have a MetroCARD linked to you account, it will also store your balance and travel history for the entire history of the card (e.g. what stop you get on and when).

How to suppress information?

Adelaide Metro has strict confidentiality laws in place and will not disclose your details to any unverified parties. If you believe that someone may know your password it is advised that you change the password to something secure that can't be guessed.

If you believe someone else has registered your MetroCARD in their name, discontinue use of the MetroCARD and go to your local MetroCARD retailer to purchase an "Anonymous MetroCARD" which is free with any recharge of \$5 and higher.

An Anonymous MetroCARD cannot be registered to any accounts and cannot be tracked.

Further Information

Adelaide Metro

Phone: 1300 311 108

Visit: Corner of Currie Street and King William Street Adelaide 5000

Website: www.adelaidemetro.com.au

Gas and Electricity

Specific Gas and Electricity company advice is best sought from your individual provider of these utilities

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 information?

If you have moved house and or are no longer with the same provider, call the company to have your personal details removed.

If you are still with the same provider obtain information on their utilities privacy policy and seek to ensure 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 to 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 your provider, their current contact details should be on your latest bill/statement received.

Energy and Water Ombudsman

If the utility provider is not able to resolve these matters, the Ombudsman may be able to assist.

Phone: 1800 665 565

Website: <http://www.ewosa.com.au/>

Phone and Internet Companies

Specific Phone and Internet company advice is best sought from your individual provider.

What do they collect?

Personal Information including addresses, phone numbers and in some cases bank/credit card details.

How to suppress information?

Contact your individual provider for:

- Updating personal details and/or getting mail sent to a PO Box
- Request phone numbers be unlisted (some phone companies provide this service for free for people who have been through domestic violence)
- Change your phone number (can also be done for free in some circumstances)
- Check reverse look up services and request that details be removed

Further Information

Reverse look up websites can allow anyone to enter a phone number and return details that are stored about the owner of the number, such as addresses, names or the general area.

Websites to check are:

- <https://www.whitepages.com/reverse-phone> Email: support@whitepages.com
- <https://www.reverseaustralia.com> Email: residential@reverseaustralia.com

If your number is returned in a search result, contact webservice directly with the information you would like removed.

Note: ReverseAustralia only accepts requests from individuals with the same surname and processing times can be over a week.

Contact your relevant phone and internet provider. Current contact details should be on your latest statement/bill.

Telecommunications Industry Ombudsman

If your phone/internet provider is unable to resolve your queries, the Ombudsman may be able to assist you.

Phone: 1800 062 058

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

SA Water

SA Water is a state government department responsible for providing water and related services to South Australia

What do they collect?

Personal information collected on customers may include name, address, contact details, concession status, financial details, plumbers' registration details, and property water details

How to suppress information?

SA Water advises 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
- the disclosure is required or authorised by or under law
- 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 information contact SA Water and:

- establish what information is held, who has access to that information and have records flagged for 'no release of information where personal safety is at risk'
- provide information on their change in circumstances in support of their application

Further Information

SA Water

Phone: 1300 729 283

Website: <https://www.sawater.com.au/home>

Energy and Water Ombudsman

If SA Water is not able to resolve these matters, the Ombudsman may be able to assist.

Phone: 1800 665 565

Website: <http://www.ewosa.com.au/>

SA Public Libraries

Public Libraries in South Australia are all linked together through the OneCard Network, meaning that if you are registered with one library you are registered at all of the public libraries in SA.

What do they collect?

Personal details (including phone numbers and addresses) and borrowing history.

How to suppress 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

Public Library Services

Phone: 8348 2311

Email: ContactPLS@sa.gov.au

Your Library

For contact details at your local library follow the link below

<https://www.libraries.sa.gov.au/custom/web/PLS/All-Library-Locations.pdf>

Insurance

This section relates to Health, Income Protection, Life, Home & Contents and Motor Vehicle Insurance. For specific advice please contact the company who holds your insurance policy.

What do they collect?

A range of personal information (typically names, addresses and phone numbers) and possibly specific details on health, doctors, income, workplaces, vehicle licenses and registration. This will depend on the type of policy.

This information can be accessed by authorised staff, contractors and service providers in the course of providing a service or product.

How to suppress information?

Contact your specific insurance company with any documentent evidence, restrictions or intervention orders.

Obtain privacy policies and relevant documentation from the company.

Further information

Contact your insurance company; their details should be on your latest statement/bill.

Private Health Insurance Ombudsman

If your Health Insurance Company is unable to assist, contact the Private Health Insurance Ombudsman for further assistance.

Phone: 1300 362 072

Website: <https://www.privatehealth.gov.au/>

Australian Financial Complaints Authority

If any other insurance companies are unable to assist, contact the Australian Financial Complaints Authority for further assistance.

Phone: 1800 931 678

Website: <https://www.afca.org.au/>

Dog and Cat Management Board Microchip Register

The DCMB (Dog and Cat Management Board) is responsible for administering the Dogs and Cats online system, which collects information regarding your pet and their microchip.

What do they collect?

The online register collects personal information about the owner and pet including names, date of birth, contact details, addresses. They also collect information about the veterinary surgery where the microchipping was performed.

Please note: There are other agencies that provide microchipping, please check with the veterinary practice that did your pet's microchipping or on the invoice you received at the time.

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.

Microchip Register

This is the online register where details of a pet's microchip will be recorded. This can be used to transfer ownership, check owner details and search for lost/found animals

Website: <https://www.dogsandcatsonline.com.au>

Local Council

For specific information regarding your already registered pet, or an area you are planning to register your pet, please contact your local council.

To find your Local Council please contact the Local Government Association or visit their website which lists each council and their contact information:

Women's Information Service



Phone: 8224 2000

Website: <https://www.lga.sa.gov.au/page.aspx?u=6561>

Dog and Cat Management Board

Phone: 8124 4962

Email: dcmb@sa.gov.au

Write: GPO Box 1047, Adelaide, 5001

Child/children's school and/or preschool

This section relates to both SA public and private schools. As each school will differ slightly, it is best to contact the school to find out exactly what records they keep and what security measures are available to you.

What do they collect?

Personal information including names, date of birth and addresses for parents and any dependant children. They may also have social media pages, which can update parents/carers on school progress and can include photos or details about students.

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.

Ask the school about their specific record keeping system and school visitors policy. Make sure teachers in direct care for your child/ren are aware of the issues and have pick up procedures in place.

If schools or childcare is using social media for updates, ensure they have strict security measures if you wish to participate. For example, making sure that groups are "invite only".

Further Information

Contact your child/children's school or preschool. If you are unsure of the phone number, you can use the Education Department's online tool for locating school contact details.

<https://www.education.sa.gov.au/sites-and-facilities/education-and-care-locations/find-other-services>

Department for Education

Phone: 8226 1000

Email: deccustomers@sa.gov.au

Visit: 31 Flinders Street, Adelaide, 5000

Write: GPO Box 1152, Adelaide, 5001

Doctor, Dentist and other Health Providers

This section covers any doctors, dentists, hospitals or private health providers such as physio or psychologist. This could be broad depending on your circumstances, please contact all health providers individually for specifics on what they collect and how to suppress information.

What do they collect?

Personal information including full name, date of birth, address, medicate details, prescription medications, referral information (if they have referred to other specialists) and any care plans that may be applicable.

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 the health provider directly.

Health and Community Services Complaints Commissioner (HCSCC)

If you have an issue with your doctor, dentist or other health provider and are unable to resolve the issue then HCSCC may be able to assist you.

Phone: 8226 8666

Website: <http://www.hcsccl.sa.gov.au/>

Email: info@hcsccl.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.

You may need to consider and discuss closing joint accounts and opening new accounts.

Further information

Contact individual banking/credit union institution/ superannuation fund.

Australian Financial Complaints Authority

If you have a complaint about your bank, credit union, insurance, investments or superannuation and are unable to reach a resolution the Australian Financial Complaints Authority may be able to assist you.

Phone: 1800 931 678

Website: <https://www.afca.org.au/>

Housing and Tenancies

What do they collect?

Personal information including name, date of birth, addresses. They could also collect bank details, Centrelink reference numbers and/or income and workplace details depending on the service being provided. .

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.

If the residence is your own home you may need to seek legal advice about immediate rights and responsibilities. Victim Support Services has a “Staying home, staying safe” program which can provide security packages and safety planning services.

Further Information

Tenants' Information & Advisory Service

Phone: 1800 060 462

Website: <https://www.syc.net.au/home/housing-support/tias/>

Legal Services Commission

Phone: 1300 366 424

Website (including online chat): <https://lsc.sa.gov.au/>

Visit (multiple locations across South Australia): <https://lsc.sa.gov.au/contact>

Consumer and Business Services (CBS)

CBS have a specific tenancy advice section which may be able to assist you

Phone: 131 882

Visit: 91 Grenfell Street, Adelaide, 5000

Write: GPO Box 1719, Adelaide, 5001

South Australian Civil and Administrative Tribunal

Phone: 1800 723 767

Email: sacat@sacat.sa.gov.au

Write: GPO Box 2361, Adelaide, 5001

Women's Information Service



Victim Support Service

Phone: 1800 842 846

Email: helpdesk@victimsa.org

Website: <https://www.victimsa.org/staying-home-staying-safe-program>

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

Australian Securities and Investment Commission

Phone: 1300 300 630

Write: GPO Box 4000, Gippsland Mail Centre, Victoria 3841

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/>