

Identity Verification

Purpose

To guide ACT Government staff and business units in the management of records associated with verifying the identity of an individual.

What are identity documents?

Identity documents include, but are not limited to:

- government-issued certificates for the registration of life events such as birth, marriage, and change of name certificates
- government-issued documents such as passports, citizenship and visa documents
- government-issued cards such as drivers' licences, proof of age cards, Medicare cards, veteran or concession cards
- bank-issued cards
- official documents including financial, legal and taxation documents which contain sensitive personal information that can be used to uniquely identify an individual.

Why is identity verification required?

It is common for areas within ACT Government to request identification from an individual as part of their administrative processes. An individual may need to verify their identity for various purposes, including but not limited to, obtaining a license or during a recruitment process.

Do we need to keep identity documents as a record?

There is no general ACT Government requirement to retain copies or originals of identification documents used as evidence to establish the identity of an individual. There may be some business processes that include a legal requirement to retain copies of identification documents. Business units should understand the basis for seeking to confirm an individual's identity and to keep a record of the confirmation.

What should be kept as a record?

Evidence should be recorded to demonstrate that identity verification has occurred. This record should include the:

- name of the individual being identified
- forms of identification sighted
- name and title of the person undertaking the identity verification
- date and time the identity verification occurred.

Example:

Identification Verification of: Joe Bloggs - DOB 22/2/00

Identifying documents sighted: 1. Birth Certificate 2. Drivers Licence 3. Passport

Identifying documents verified by: Jane Do (Senior Recruitment Officer - CMTEDD)

Date & Time: 16/3/24 12:30pm

Once documents have been sighted and verified:

1. return original or copies of documents to the individual; or,
2. destroy copies of documents securely under [Normal Administrative Practice](#).

Privacy and security risks

There is a legal requirement to protect personal information to ensure individuals' privacy and prevent unauthorised access or misuse. Territory Privacy Principle (TPP) 11, as outlined in the [Information Privacy Act 2014](#), relates to the security of personal information. According to TPP 11, a public sector agency must protect personal information from misuse, loss, and unauthorised access. *If there is no legal requirement to retain it, the agency should destroy, or, if that is not possible, de-identify the information.*

The potential negative consequences for an individual if their personal information is not properly destroyed or de-identified can be significant. All reasonable efforts should be made to prevent security breaches, to protect both individuals' personal information and the integrity of the business unit. Retaining personal identity documents after they are no longer required can potentially expose the individual and business unit to several security risks, including identity theft, fraud, data breaches, privacy violations and other compliance issues.



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