

## PRIVACY COLLECTION NOTICE

Racing and Wagering Western Australia (**RWWA**) is established by the *Racing and Wagering Western Australia Act 2003* (WA) (**RWWA Act**). As such, the RWWA Act (and other laws) govern RWWA and set out RWWA's functions and activities, including to regulate and supervise racing in Western Australia and for conducting totalisator wagering and fixed odds wagering. This Privacy Collection Notice provides important information about how RWWA collects, uses, stores and discloses personal information to fulfill our functions and activities.

We collect the personal information you provide us when you engage with us and apply for a TABtouch account, including your name, address, telephone number, date of birth and also government-issued identifiers (e.g. drivers' licence number, Medicare number, passport number and other proof of identity documents).

The purpose for collecting your personal information is to verify your identity and, where permitted, provide you with access to a TABtouch account.

RWWA is required to independently verify the identity of every individual requesting a TABtouch account. As one method to fulfill this requirement, RWWA uses the Australian Government's Document Verification System (**DVS**). The Document Verification Process involves checking via a secure communications pathway, whether the identification information you have provided matches the original government record. RWWA engages approved gateway providers to send match requests and match results to and from the DVS and otherwise handle the technical aspects of connecting to the DVS.

RWWA will only disclose identity documents to the DVS and the gateway service provider where you have provided your express consent for this to occur. The DVS will not retain any documents provided to it by RWWA once the verification process is complete. More information about the operation and management of the DVS is available on the IDMatch website at [www.idmatch.gov.au](http://www.idmatch.gov.au).

You have the right to refuse to consent to our collection and use of your personal information for a DVS check or for us to verify your identity by any other method. If you do not provide consent, RWWA may be unable to provide you with the services contemplated by our functions and activities. This includes (but is not limited to) RWWA being unable to open a TABtouch account for you.

To the extent that RWWA collects, uses, discloses or stores personal information for the purpose of offering you our TABtouch and related services, RWWA is also required to comply with the requirements of the *Privacy and Responsible Sharing Act 2024* (WA) (**PRIS Act**). Where the *Privacy Act 1988* (Cth) and the Australian Privacy Principles imposes obligations in addition to the PRIS Act, RWWA complies with those requirements to the extent we handle personal information collected for identity verification purposes using the DVS.

We may also use or disclose personal information for other purposes in limited circumstances, such as where you have consented or where you would reasonably expect us to use or disclose the information for a related purpose.

We are required to maintain accurate records relating to the personal information we collect and use for identity verification, and perform annual audits and report on our compliance to the Australian Government. More generally, we also take all reasonable steps to protect all personal information we hold from misuse, interference, and unauthorised access or disclosure. For more detailed information about the way RWWA may use and disclose personal information, please refer to our Privacy Policy on our website: [www.rwwa.com.au](http://www.rwwa.com.au).

Subject to some exceptions, you have the right to request us to access or correct your personal information within our records that identifies you. Such requests should be made in writing and submitted via the contact details set out below.

If you have any questions, complaints or concerns, please contact us on:

- email - [info@rwwa.com.au](mailto:info@rwwa.com.au)
- telephone - 1300 363 688
- in person - 14 Hasler Road, Osborne Park
- post - 14 Hasler Road, Osborne Park WA 6017

For complaints relating to the handling of your personal information for the purpose of identity verification using the DVS, you may wish to contact the Office of the Australian Information Commissioner (**OAIC**). The OAIC accepts written complaints in the following ways:

- using the online form at: <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>;
- in a letter to: GPO Box 5288, Sydney NSW 2001; or
- fax to: +61 2 6123 5145.