Privacy collection statement – Identity Verification Services

This document explains how Origin Energy Limited (ABN 30 000 051 696) or one of its Australian subsidiaries or affiliates (**our**, **us**, **we**) handles your personal information when verifying your identity document(s). It should be read together with our Privacy collection statement for customers and prospective customers.

Why is your identity document being collected?

We collect your identity document for the purposes of verifying your identity to provide you with a product or service.

What personal information is being collected?

The type of personal information we collect will depend on the identity document you choose to provide:

- For driver's licenses – we collect the state of issue, license number, card number, first name, middle name, surname, and date of birth.
- For Medicare cards – we collect the card colour, card number, reference number, expiry date, first name, middle name, surname, and date of birth.
- For passports – we collect the country of issue, document number, first name, middle name, surname, and date of birth.

How do we handle your identity document?

When we collect your identity document, we send it to the Document Verification Services (DVS) Hub, administered by the Attorney-General's Department.

The DVS Hub matches your identity document against official records held by the government agency who issued the identity document.

The DVS Hub informs us whether the information you provided matches an official record or not (DVS check). You can find further information about how the DVS Hub handles your personal information by visiting idmatch.gov.au/resources/privacy-statement-identity-verification-services.

We send and receive information from the DVS Hub through our contractor and their systems.

If you're engaging us through a third party, we may disclose the outcome of the DVS check with the third party.

We store a copy of your name and the DVS check result on our systems in accordance with our retention policy.

We may disclose this information to the DVS Hub manager upon their request to meet our compliance and audit obligations.

What happens if you don't provide your personal information?

You're not required to provide us with your identity document, but if you don't we may not be able to provide you with our products or services.

How to access and correct your personal information

Our Privacy Policy sets out how you may access and correct the personal information we hold about you and how to lodge a complaint relating to our handling of your personal information.

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