

# Digital Licence Verifier app Privacy Notice

The use of a Digital Licence Verifier (DLV) app application (the app) may involve the collection of personal information. Any personal information that is collected or provided via the app will be managed in accordance with the *Information Privacy Act 2009* (Qld) ("IP Act"), the *Transport Planning and Coordination Act 1994*, the *Photo Identification Card Act 2008*, the *Transport Operations (Maritime Safety) Act 1994*, the *Transport Operations (Road Use Management) Act 1995* and other transport portfolio legislation (**Portfolio Legislation**) and TMR's privacy policy at: <https://www.tmr.qld.gov.au/Help/Privacy>.

## Collection

Where relevant, TMR and the Thales Australia Ltd ("the vendor") may record information, including personal information, about your use of the app. This information may include, but is not limited to:

- the random, auto-generated user account number created when the app is first launched and associated with your device;
- when and how the app is used;
- the pages accessed, and the types of functions used;
- your location when using the app; and
- your mobile device type.

## Access to other applications and functions

The app requires access to other applications and functions on your mobile device, including;

- the camera application;
- location services; and
- biometric and other device security features.

Access to these applications and features is required for verification, onboarding, reporting, analytics, support, security purposes or for other purposes to provide you with a service. Access may also be required to other applications or functions on your mobile device from time-to-time.

Your information is being collected and used for the purpose of administration of the app, including verification of users and security, allowing access to the app, for other purposes under TMR's Portfolio Legislation, and for other purposes required to provide you with a service.

As noted in the accompanying end user licence agreement, if you do not provide your personal information you are not entitled to access the app.

Personal information will not be disclosed without your permission or except where required or authorised by law, including to police for the purpose of law enforcement functions where specific legislative authority exists. In order to supply the app, personal information will be used by the vendor and other suppliers of ICT services to TMR and the vendor. Personal information will be managed by the vendor and other ICT service providers to the same or substantially similar information management standards as TMR in order to maintain the confidentiality, authenticity and integrity of that information.

Verification information captured using the app will be reported to TMR in a de-identified state for TMR's business purposes, including administration of the app, allowing access to the app and for any other purposes under TMR's Portfolio Legislation.

## Access to, amendment and deletion of your personal information

You may:

- delete the app at any time by uninstalling it from your device; and
- use the app and TMR's other online services to access, update, amend and delete certain personal information.

You may also request:

- access to and amendment of personal information held by us;
- deletion of:
  - personal information held by us in relation to your use of the app; and
  - accounts created using the app and personal information associated with those accounts,

by using the contact details below.

We may decline to provide access to, or amend or delete personal information where we are legally permitted to refuse to do so. We will explain the basis for our decision when responding to your request or otherwise within a reasonable time.

Reasons for refusal may include, but are not limited to, where access, amendment or deletion would be:

- inconsistent with our obligations to maintain records under legislation including the [Public Records Act 2002](#) and TMR's Portfolio Legislation; or
- contrary to the public interest under the IP Act or the [Right to Information Act 2009](#).

More information regarding TMR's privacy policy is available at: <https://www.tmr.qld.gov.au/Help/Privacy>

## Contact details

Privacy complaints and requests for access to, amendment or deletion of personal information should be

**Post:** Right to Information, Privacy and Complaints Management  
Department of Transport and Main Roads  
GPO Box 1549  
Brisbane Qld 4001

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**Email:** [privacy@tmr.qld.gov.au](mailto:privacy@tmr.qld.gov.au)

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**Phone:** 07 3066 7568

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Or you may lodge your complaint or enquiry online through the Department of Transport & Main Roads [Contact Us](#) form.