13 classes of personal information are held by this agency. Included in this total is 1 class of Personnel Records.

1. **PERSONNEL RECORDS**

See Appendix 1 for a description of Personnel Records held by the Reserve Bank.

2. **INSCRIBED STOCK**

The purpose of these records is to maintain a register of inscribed stockholders on behalf of the following issuers for whom the Reserve Bank provides registry service:

- African Development Bank
- Australian Government
- Asian Development Bank
- Council of Europe Development Bank
- Government of Papua New Guinea
- Inter-American Development Bank
- International Bank for Reconstruction and Development
- International Finance Corporation
- International Finance Facility for Immunisation
- Nordic Investment Bank

Content may include: name, address, payment instruction, date of birth of minors (where known) and occupation.

Sensitive content may include: legal status, tax file numbers, investment information and signatures.

The personal information on these records relates to holders of inscribed stock.

The following agency staff have access to this personal information: Registry operational and developmental staff and the Bank’s auditors.

Stockholder account records are kept for 7 years after closure of account. Transaction records are kept 7 years after transaction occurs. Details of unclaimed moneys for the Australian Government registry are retained until claimed. (RDA 981.)

Some of this information is disclosed to: the Australian Taxation Office, the Department of Veterans’ Affairs and the now Centrelink.

Individuals can obtain information regarding access to their personal information by contacting the Registrar, Inscribed Stock, through the Reserve Bank of Australia’s Canberra and Sydney branches.

The records relate to 9,507 current stockholders. Information on stockholders is stored on computer, paper and microfiche media.

Location: Commonwealth Government Inscribed Stock Registries at 65 Martin Place, Sydney and Canberra Branch.
3. **RESERVE BANK OF AUSTRALIA OFFICERS' SUPERANNUATION FUND (OSF)**

The purpose of these records is to administer the Officers' Superannuation Fund.

Content may include: name, date of birth, address, gender, marital status and names and status of partners and children.

In addition, associated with Anti-Money Laundering & Counter Terrorism Financing Act requirements, certified copies of documents confirming the identity of individuals may be held. This may include documents such as drivers licence, passport, birth/citizenship certificates.

Sensitive content may include: tax file numbers, physical or mental health details, family law material, disabilities and financial information, including debts.

The personal information on these records relates to current members of the fund, preserved members and pensioners.

The following agency staff have access to this personal information: Management, restricted Financial Administration staff, the Fund’s actuary and the Bank’s auditors.

The records are kept for 10 years after the final payment. (RDA 1138)

This information is not usually disclosed to other persons or organisations.

Individuals can obtain information regarding access to their personal information by contacting the Senior Membership Officer, Financial Administration Department Ph: (02) 9551 9627.

The records relate to around 2500 individuals and are stored electronically and on paper.

Location: Head Office, 65 Martin Place, Sydney NSW 2000.

4. **PAYMENTS SYSTEMS**

The purpose of these records is to facilitate payments on behalf of Reserve Bank clients.

Content may include: name, address, account details, reasons for payment and amount of payment.

Due to the introduction of the Anti-Money Laundering & Counter Terrorism Financing Act 2006, further information is required for new customers. This may include identifying numbers and expiry dates in identification documents (such as: licence, passport, national ID card, birth/citizenship certificates).

Sensitive content may include financial information.

The personal information on these records relates to recipients of government and other payments.

The following staff have access to this personal information: operational and developmental staff in Banking Department and Payments Settlements and the Bank's auditors.

The records are kept for 7 years after payment is effected. (RDA 1138).

Customer identification documents (whether original or certified copy) used to verify customers are only viewed by Banking Department staff and are returned to the customer or destroyed after the form has been verified. Customer identification forms record the full name, date of birth and if applicable, government agency. The paper forms are kept in records for 7 years. The electronic information is retained indefinitely.
This information may be disclosed to authorised government agencies as required.

Access to the information is not normally provided. Individuals should contact the organisation from which the payment originated.

Approximately 255 million direct credit payments, 17 million cheque payments and 800,000 overseas payments are made annually to individuals. The records are stored on disk storage units and computer cartridges.

Location: Reserve Bank of Australia, 65 Martin Place, Sydney NSW 2000, Reserve Bank of Australia, 20-22 London Circuit, Canberra ACT 2600 and Reserve Bank of Australia, 6 Elizabeth Macarthur Drive, Bella Vista NSW 2153.

5. **FIREARMS REGISTER**

The purpose of these records is to record staff training and accreditation to carry firearms in the course of their duty.

Content may include name, address and test results.

The personal information on these records relates to current staff members.

The following staff have access to this personal information: Management and security staff.

The records are kept for 75 years from DOB. (RDA 1138)

This information may be disclosed to authorised government organisations as required.

Individuals can obtain information regarding access to their personal information by contacting the personnel contact for that department or branch.

The records relate to past staff members and are stored on paper and computer media.

Location: Head Office, 65 Martin Place, Sydney NSW 2000 and Canberra branch.

6. **ACCESS CONTROL SYSTEM**

The purpose of these records is to monitor and control access of staff and non-Bank tenants through or into specified areas.

Content may include: name, staff number, department, gender and validation date.

Sensitive content may include date and time of access to specific areas.

The personal information on these records relates to current and past staff members and non-Bank tenants.

The Bank’s auditors and staff from Security Section, Facilities Management Department, have access to this personal information.

The records are kept for 7 years. (RDA 1138)

This information is not normally disclosed to other persons or organisations.
Individuals can obtain information regarding access to their personal information by contacting the Senior Manager, (Security), Facilities Management Department Ph:(02) 9551 9130.

There are 2,625 current records. These relate to current staff members and non-Bank tenants or lost cards and are stored on computer media.

Location: Reserve Bank of Australia buildings and offices in Sydney, Melbourne, Adelaide, Canberra, Perth and Brisbane.

7. FUNDS TRANSFERS AND OTHER FINANCIAL TRANSACTIONS

The purpose of these records is to record applications for approval to transfer funds or undertake other transactions relating to countries, persons or entities against which financial sanctions apply.

Content may include: name, address, date of birth, phone number, and/or bank details of applicant and other person(s) involved in the transaction.

Sensitive content may include information on the purpose of the transaction and amounts involved.

The personal information on these records relates to members of the public who have applied for approval to undertake transactions that may be prohibited in terms of financial sanctions.

The following staff have access to this personal information: Management, and staff in Market Analysis Section, International Department.

The records are kept for 10 years (RDA 1138).

This information is not normally disclosed to other persons or organisations, apart from the Department of Foreign Affairs and Trade (DFAT) and/or the Australian Federal Police (AFP).

Individuals can obtain information regarding access to their personal information by contacting the Senior Manager, Market Analysis Section, International Department Ph: (02) 9551 8450.

The records relate to an unknown number of individuals and are stored on paper and computer media.

Location: Head Office, 65 Martin Place, Sydney NSW 2000.

8. AUSTRALIAN PAYMENTS CLEARING ASSOCIATION

The purpose of these records is to detail operations of the Australian Payments Clearing Association (APCA) and to administer crisis communications with individual staff of APCA member institutions.

The detail of APCA member personal information is:

Content may include: name, work telephone number, email address and for some users home or mobile telephone number.

Sensitive content may include: home telephone number.
The following agency staff have access to this information: Payments Settlements Department staff.

The records are kept for 7 years.

Some of this information (name and work telephone number) is disclosed to other APCA members. Note, sensitive content is not disclosed.

Individuals can access their personal information by calling the RITS Help Desk.

The records relate to users of approximately 75 APCA member institutions and is stored on computer.

Location: Head Office, 65 Martin Place, Sydney NSW 2000 and secure third party site.

9. **RESERVE BANK INFORMATION AND TRANSFER SYSTEM (RITS)**

The purpose of these records is to identify individual staff of RITS member institutions that are users of RITS and their contact details during business hours, and in some cases after hours, and the signatures of staff nominated by each institution.

Content may include: name, work telephone number, email address and for some users home or mobile telephone number, and for some staff their signature.

Sensitive content may include: home telephone number, signature.

The following agency staff have access to this information: staff involved in the Payments Settlements Department.

The records are kept for 7 years following the termination of an institution's membership.

Some of this information (name and work telephone number) is disclosed to other RITS members. Note, sensitive content is not disclosed.

Individuals can access their personal information by calling the RITS Help Desk.

The records relate to users of approximately 90 current RITS member institutions. The records are stored on computer and for some records paper.

Location: Head Office, 65 Martin Place, Sydney NSW 2000 and secure third party site.

10. **DAMAGED BANKNOTE CLAIMS**

The purpose of these records is to track the receipt of damaged banknote claims made on the Bank and enable payment to be made to claimants.

Content may include: name of claimant, address, phone number, business name, ADI name, account/BSB information, reason for damage and assessed value.

The personal information on these records relates to members of the public, financial institutions and private businesses that have made a claim on the Bank for damaged notes.

Compliance with the *Anti-Money Laundering & Counter Terrorism Financing Act 2006* requires additional information on new customers. This may include identifying numbers and expiry dates in identification documents (such as: licence, passport, national ID card, birth/citizenship certificates). Some of this information is disclosed to AUSTRAC following the requirements of the legislation.
The following staff have access to the information: selected Note Issue Department and National Note Processing and Distribution Centre staff who are involved in the processing of claims.

The records are kept in the database for an indefinite period.

The records relate to an unknown number of claimants and are stored on paper and computer media.

Individuals can obtain information regarding access to their personal information from the Senior Manager, Distribution and Processing, Note Issue Department Ph: (02) 9551 9330.

Location: Note Issue Department, 65 Martin Place, Sydney NSW 2000 and Note Printing Australia, Craigieburn VIC 3064.

11. NUMISMATIC BANKNOTE SALES

The purpose of these records is to track orders of numismatic banknotes received from individuals, Government institutions and private businesses participating in the Bank’s annual sale of numismatic products.

Content may include: name of customer, address, phone number, fax number, email address, business name, signature, and credit card information.

The personal information on these records relates to members of the public, as well as individuals working for government institutions or private businesses that have submitted a numismatic order.

Compliance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 requires that first-time customers provide additional information. This information may include identifying numbers and expiry dates in identification documents (such as: licence, passport, national ID card, birth/citizenship certificates). Some of this information is disclosed to AUSTRAC.

The following staff have access to the information: selected Note Issue Department staff who are involved in the processing of numismatic orders, and selected Banking Department staff who store personal information with Note Issue.

Records are stored in electronic and physical form for 10 years and are destroyed thereafter. Credit card details are only retained until payments are processed.

The records relate to 435 numismatic customers and are stored on paper and computer media.

Individuals can obtain information regarding access to their personal information from the Senior Manager, Communication and Risk, Note Issue Department Ph: (02) 9551 9328.

Location: Note Issue Department, 65 Martin Place, Sydney NSW 2000.

12. COUNTERFEIT EXAMINATION LABORATORY

Under the Deed of Agreement between the Reserve Bank of Australia and Australian Federal Police on collaborative working arrangements relating to the storage and examination of counterfeit banknotes, details are recorded on suspect banknotes submitted to the Reserve Bank of Australia’s Counterfeit Examination Laboratory.
Content may include police or organisation name, name of individual, address, phone number and information surrounding the reasons for submitting the suspect counterfeit banknote.

Sensitive content may include details of criminal convictions, criminal intelligence, bank account details and any other information contained in police incident reports.

The personal information in these records relates to members of the public and police, financial institutions and private organisations that have submitted a suspect counterfeit banknote for assessment.

The following staff have access to the information: selected Note Issue Department and Australian Federal Police staff who are involved in the assessment of suspect counterfeit banknotes.

Electronic records are kept in the database for an indefinite period. Paper records are held for 90 days after initial submission for assessment.

The records relate to an unknown number of persons and are stored on paper and electronic media.

This information is not usually disclosed to other persons or organisations.

Individuals can obtain information regarding access to their personal information from the Senior Manager, Communication and Risk, Note Issue Department Ph: (02) 9551 9328.

Location: Counterfeit Examination Laboratory, Note Issue Department, 1-9 Potter Street, Craigieburn VIC 3064.

13. CONFIDENTIALITY DEEDS

The purpose of these records is to accurately identify those persons who have signed confidentiality deeds with the Reserve Bank of Australia in relation to research and development activities conducted on behalf of or in conjunction with the Reserve Bank.

Contents may include: name, address, employer and position title for those individuals.

The personal information on these records relates to persons involved in specific research activities that the Bank conducts with external organizations, where the persons are employed.

The following staff have access to the information: selected Note Issue Department staff involved in research and development activities.

The records are kept for an indefinite period.

The records relate to an unknown number of persons and are stored on paper and electronic media.

This information is not usually disclosed to other persons or organisations.

Individuals can obtain information regarding access to their personal information by contacting the Senior Manager, Research and Development, Note Issue Department Ph: (02) 9551 9331.

Location: Note Issue Department, 1-9 Potter Street, Craigieburn VIC 3064.
APPENDIX 1

PERSONNEL RECORDS

Due to the commonality of these classes of records between agencies, they have been grouped in one entry. This necessarily reduces the amount of detail provided. Current and former employees can obtain details of specific agency record handling practices by contacting personnel staff in that agency.

It should not be assumed that all records described are kept in a common storage facility. Separate security arrangements will typically apply, depending on the sensitivity of the information.

The purpose of these records is to maintain employment history and payroll and administrative information relating to all permanent, contract and temporary staff members and employees of an agency.

Personnel and payroll

The records may include any one or more of the following:

1. records relating to attendance and overtime;
2. leave applications and approvals;
3. medical and dental records;
4. payroll and pay related records, including banking details;
5. tax file number declaration forms;
6. declarations of pecuniary interests;
7. personal history files;
8. performance appraisals, etc;
9. records relating to personal development and training;
10. trade, skill and aptitude test records;
11. completed questionnaires and personnel survey forms;
12. records relating to removals;
13. travel documentation;
14. records relating to personal welfare matters;
15. contracts and conditions of employment;
16. EEO Data; and
17. next of kin details.

Recruitment

The records may include any one or more of the following:
(1) recruitment records and dossiers;

(2) records relating to relocation of staff and removals of personal effects; and

(3) records relating to identity and character checks and security clearances.

Other

The records may include any one or more of the following:

(1) records of accidents and injuries;

(2) compensation case files;

(3) rehabilitation case files;

(4) records relating to counselling and discipline matters, including disciplinary, investigation and action files, legal action files, records of criminal convictions, and any other staff and establishment records as appropriate;

(5) complaints and grievances; and

(6) recommendations for honours and awards.

Contents of personnel records may include: name, address, date of birth, occupation, AGS number, gender, qualifications, equal employment opportunity group designation, next of kin, details of pay and allowances, leave details, work reports, security clearance details and employment history.

Sensitive contents of personnel records may include: physical and mental health, disabilities, racial or ethnic origin, disciplinary investigation and action, criminal convictions, adverse performance and security assessments, tax file numbers, relationship details and personal financial information.

Personal information on personnel records relates to current and former staff members and employees including contract and temporary staff.

The following agency staff have access to personnel records: executive and senior personnel management staff, supervisors and members of selection committees (if appropriate), the individual to whom the record relates and, as is appropriate, personnel staff, security officers and case managers.

Personnel records are kept according to the applicable provisions of the General Disposal Authority for staff and establishment records issued by Australian National Archives.

Information held in personnel records may be disclosed, as appropriate, to: Comcare, Commonwealth Medical Officers, Attorney-General’s Department, Australian Public Service Commission, ComSuper and other superannuation administrators, Australian Taxation Office, and the receiving agency following movement or re-engagement of an employee.

Individuals can obtain information regarding access to their personal information by contacting the personnel section of the employing agency.

Records relate to all current and former employees of an agency and are stored on paper, microfiche and electronic media.

Location: the appropriate Central, State, regional office of the employing agency.