

Registry of Births, Deaths and Marriages

Memorandum of Understanding
(MOU) for the provision of
Registration Information and
Certificates

This MOU is made on 1 of July 2017 between

The Client Agency, (Office of Fair Trading)
(ABN13846673994)

and

the Registrar-General, Registry of Births, Deaths
and Marriages, Department of Justice and
Attorney-General (“the Registrar”)

RBDM Office Use Only
eDOCS Reference: - 579651/1



Queensland
Government

1. Background

The Queensland Registry of Births, Deaths and Marriages (Qld RBDM) is required by the *Births, Deaths and Marriages Registration Act 2003* (BDMR Act) to establish and maintain registers of births, deaths, marriages and change of name for the State of Queensland.

Subject to relevant sections of the RBDM legislation the Registrar may allow an entity to obtain information from the register. In releasing information, the Registrar must, as far as practicable, protect the persons to whom the information relates from unjustified intrusion on their privacy and may impose conditions on the release or use of information.

2. Privacy

The Registrar and Client Agency both acknowledge that the information provided under this agreement contains confidential and personal information.

Under section 48 of the BDMR Act and the *Qld Information Privacy Act 2009*, the Registrar and Client Agency will protect the persons to whom the information relates from unjustified intrusion on their privacy by adhering to the following data access principles:

- The purpose of data access is in the public good, which may include research that benefits the community, or maintaining up to date administrative information.
- Data must be appropriately managed by approved users to protect individuals from unreasonable intrusion on their privacy.

The Registrar and Client Agency agree that they will immediately inform the other, in writing, if either of them becomes aware that there has been a breach or an allegation of a breach of information provided.

Clause 2 (Privacy) will survive the expiration or termination of this MOU.

The source data sets stored within the DMS are encrypted (hashed) using HMAC SHA-256. The DMS does not store data from the Client Agency.

3. Interpretation and Definitions

3.1 In this MOU, unless the context other requires the following words have the following meanings:

"Applicant"	the person with prime responsibility for the management, security and upholding of any agreement for the use and access to registry data within their agency. This person should be a senior manager in the client agency (where possible) and have the ability to ensure that all conditions specified by <i>data custodians</i> can be met by their agency and individuals within their agency.
"Authorised Officers"	authorised staff at the Registry of Births, Deaths and Marriages
"Aggregate data"	aggregate data describes data that has been combined by grouping information into categories. When data are aggregate, groups of observations are replaced with summary statistics based on those observations. aggregate data are also referred to as summary data. Aggregate data are typically presented in tables, charts or figures. Aggregated data are generally provided to meet data confidentiality requirements imposed by the data custodian to protect the information of individuals.

ement"	means this Agreement and includes its Schedules and any other documents incorporated by reference.
"BDMR Act"	Births, Deaths and Marriages Registration Act 2003.
"Business Day"	means a day on which RBDM is generally open for business and excludes Saturdays, Sundays and public holidays.
"Certificate Access Policy"	this policy sets out guidelines for the exercise of discretion by the Registrar relating to who may obtain (a) information (section 45(1)) or; (b) a certificate or information (section 44) pursuant to the Births, Deaths and Marriages Registration Act 2003 (the BDMR Act).
"Client Agency"	means the agency that this MOU agreement with the Qld RBDM is undertaken.
"Commencement date"	means the date specified as such in the MOU.
"Confidential Information"	means any information disclosed that: <ul style="list-style-type: none"> • is by its nature confidential • is designated as confidential; or • it is known or ought to be known as confidential but does not include information which is or becomes public knowledge other than by breach of this MOU.
"Data Custodian"	<p>the data custodians are the agencies which are responsible for the collection, use and disclosure of information in a dataset, and are internally responsible for the good management of data held within the agency.</p> <p>The Registrar of RBDM is the data custodian for registry data.</p> <p>Data custodians are sometimes referred to as data source agencies or data owners.</p>
"Data Matching"	<p>data Matching refers to either</p> <ol style="list-style-type: none"> 1. the intra- or inter-organisational comparison of two (or more) datasets for the purpose of matching unit records relating to the same individual, event or organisation or 2. the compilation of data items from multiple sources <p>Both enable a more comprehensive data set.</p>
"DMS"	Data Matching Service – enables the validation and confirmation of RBDM data with external (approved) agencies via a portal validation service.
"Identifiable data"	data that includes an identifier.
Identifier(s)	an identifier (direct identifier) is one or more data items that directly establishes the identity of an individual or organisation. Examples of identifiers are: name, address, driver licence number, Australian Business Number and registration number.
"Manager"	has the powers to perform the necessary functions of the agency.

"MOU"	means this Memorandum of Understanding and the Schedules to it.
"Parties"	means both the RBDM and Client Agency.
"Person"	an individual - includes a child.
"Personal Information"	means information, whether recorded in a material form or not, about an individual whose identity is apparent or can be reasonably ascertained from the information or opinion.
"Primary Contact officers"	means both the representative of RBDM and the representative of the Client Agency as the primary point of contact for the MOU. For the Client Agency the Primary contact officer may also be the Applicant.
"RBDM"	Registry of Births, Deaths and Marriages (Qld).
"Register"	information about an event registered in Queensland.
"Registrar"	means the Registrar-General of Births, Deaths and Marriages and has the powers reasonably necessary to perform the registrar's functions as appointed by the Governor in Council - refer to BDMR Act section 34.
"Unit Record File" or "URF"	URF is a data file containing records representing information about an individual, such as demographic data, location data, and other personal information.

3.2 Words importing a gender include any other gender.

3.3 Words in the singular include the plural, and words in the plural include the singular.

3.4 Clause headings in this MOU are for reference only and have no effect on the interpretation of the provisions to which they refer.

3.5 In the event of any inconsistency between the content contained in the MOU clauses and content within any schedule, then the content of the schedules shall take precedence to the extent of the inconsistency.

3.6 All references to \$ or 'dollars' are Australian dollars.

3.7 Where any time limit pursuant to this MOU falls on a non-Business Day, then that time limit shall be deemed to have expired on the next Business Day.

4. Purpose

The purpose of this MOU is to facilitate:

- cooperation between the RBDM and the Client Agency and
- the exchange and provision of information (including confidential information and personal information held on a register for the uses as specified in clause (10), with further detail contained in the relevant schedules.

The purpose of this agreement is to indicate the shared commitment by the Registrar and Client Agency to work together cooperatively to ensure that the exchange of information is carried out in a way that is consistent with the requirements of the BDMR Act.

RBDM and the Client Agency are committed to building and maintaining a professional relationship based on effective administrative practices and open communication.

5. Legal Effect and Dispute Resolution

This MOU is not intended to be, and is not, a legally binding or enforceable document. RBDM and the Client Agency will however act and cooperate in good faith in accordance with the terms of this MOU.

The parties agree that any disagreements in relation to the operation of this agreement should be resolved by the primary contact officers as specified under this agreement. If the disagreement cannot be resolved at this level, it will be referred to the signatories of this MOU, the Registrar and the Client Agency signatory.

~~Where data is provided by RBDM, parties acknowledge that these products and services are automatically generated from records held within the RBDM registers. Data is provided by RBDM in good faith, however is not warranted to be free of errors, defects or omissions and as a result the Client Agency agrees that RBDM will have no liability to the Client Agency arising from any defects, errors or omissions in the data.~~

Neither party shall be liable for any failure or delay in performance under this agreement (other than for delay in the payment of money due and payable hereunder) to the extent said failures or delays are brought about by causes beyond that party's reasonable control and occurring without its fault or negligence, including, without limitation, failure of suppliers, subcontractors, and carriers, or party to substantially meet its performance obligations under this agreement. If this is effected the party experiencing the difficulty shall (where able) give the other prompt written notice, with full details following the occurrence of the cause and dates by which performance obligations are scheduled to be met will be extended for a period of time equal to the time lost due to any delay so caused.

6. Primary Contact Officers

Primary contact officers for the MOU are:

RBDM Manager Client Services
Erica Finlay
Phone: 07 3033 6727
Erica.Finlay@justice.qld.gov.au
PO Box 15188, City East, QLD 4002

Client Agency, Applicant is: Stephen L'Barrow
(Director, Investigations & Enforcement)
(Simon-Peter MacGeorge, Senior Intelligence Analyst)
(Simon-Peter.MacGeorge@justice.qld.gov.au, 07 3008 5839)
GPO Box Brisbane 3111 QLD 4001

The primary contact officers should provide the main points of contact for any discussion relating to the MOU, including notifications, disputes arising from the MOU, review and renewal of the MOU.

Additional contact officers may be specified in the application as providing assistance under various processes.

Any change of contact officers outlined in the MOU or application will be advised to the other party within 14 days of a change.

7. Term

This agreement shall commence on 1 July 2017.

The Term of the Agreement will be ongoing until the Agreement is terminated by either party in accordance with the variation or withdrawal from MOU clause.

The Parties to this MOU will commence formal arrangements to review this MOU every 2 years.

8. Variation or Withdrawal from MOU

The parties may vary any of the terms of this MOU, however changes, other than changes to the contact officer details, will only be effective if evidenced in writing and signed by both parties.

This MOU may be terminated at any time by either Party giving the other Party 90 calendar days notice in writing.

9. Fees and Remuneration

Fees applied will be consistent with RBDM legislation and policies. Fees and charges relating to data matching and data set provision will be determined prior to services being performed and provided to the Client Agency for acceptance. The quoted fee will be outlined within the relevant schedules.

If hard copies of life event certificates or document certification are provided, fees and charges will be in accordance with the Schedule of Fees list which may be subject to annual price reviews.

Refer: <https://publications.qld.gov.au/dataset/bdm-scheduled-fees>

Tax Invoice will be forwarded to the nominated person with the release of the data.

10. Service Provision under the MOU

RBDM will undertake to provide data services/certificates for the purpose/s specified below and as detailed in the corresponding schedule.

Schedule B. Provision of Life Event Certificates or Confirmation of Life Events

Where the applicant is provided with a certificate of Birth, Death or Marriage for an individual as held in a RBDM register or RBDM undertake a search for a life event record and provide confirmation to the applicant.

11. Terms and Conditions

General:

The Applicant must ensure all terms and conditions (use, output, security) imposed on your agency are appropriately advised to all data users within the Client Agency and to any third party users (where third party uses are approved).

The Applicant acknowledges that these conditions continue to apply after projects end and/or approvals expire and will comply with any audit processes required to check the compliance of these and any additional conditions of approval.

A breach of any terms or conditions outlined under this clause or contained within any schedule may result in future access being restricted or current access being revoked.

Personal information must be protected by all users from misuse, loss and from unauthorised access, modification or disclosure.

The agency/project will not disclose confidential information in any released output (e.g. in reports, publications) that is likely to enable identification of any individual without explicit permission from RBDM.

The agency/project will acknowledge the Registry of Births, Deaths and Marriages in all data outputs/publications.

RBDM data must not be supplied to any other person or agency (third party) unless:

- explicit approval from RBDM has been provided; or
- the data has been transformed into summary/aggregate data.

Where RBDM has provided explicit permission for the Client Agency to on-provide data (excluding summary/aggregates, which do not require approval), the data user applicant will be responsible for ensuring that:

- all terms and conditions imposed on the data user applicant are also upheld by the third party user, including ethical and other Client Agency requirements
- the third party user (including any contractor or affiliates) must not on-provide data to any other party (except for summary/aggregates, which do not require approval)
- the third party user has appropriate data security and data transfer arrangements in place to prevent unauthorised access to data

All parties (including third parties where approved) must agree to de-identify or securely destroy data or certificates in accordance with the timeframes described in the application, or earlier when no longer required, unless approval for indefinite retention or an extension has been provided by RBDM.

Use of RBDM data:

Provision of data must be in the public interest and be limited to directly fulfilling the approved purpose as outlined within the application.

Only allow access to RBDM data to authorised persons and for the purpose for which approval has been granted (as listed in the application).

Not use the data in a way that enables re-identification or breaches privacy legislation, including contact with the individuals next of kin or other family members of a person to whom the data relates, unless:

- explicit individual consent has been provided by individuals in the study.
- other activities which enable re-identification have been explicitly approved by RBDM. (Data cleansing using re-identification is permitted where this activity is approved.)
- this is otherwise permissible under any relevant legislation.

12. Signatories to the MOU and Schedule

PLEASE DO NOT SIGN UNTIL RBDM HAS APPROVED THIS MOU AND REQUESTED SIGNATURE.



Erica Finlay
Manager, Client Services
On behalf of the Registry of Births, Deaths and Marriages

Date: 26 / 6 / 2017



Brian Bauer
Executive Director Fair Trading
On behalf of the Client Agency

Date: 21 / 6 / 17

RBDM Use Only

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Application Process For Registry Data Services

Purpose

This application form is for requests for Queensland Registry data services which may include;

- 1) Data matching services
- 2) Extraction and/or provision of certificates of life events or certification
- 3) Data extraction and provision of data sets using information contained in one or more of the Qld registers of Births, Deaths or Marriages.

What steps are included in the application process?

1. Complete all relevant questions in this application electronically.
2. Attach copies of any ethics approvals, or privacy or confidentiality declaration/s (if applicable) to the application.
3. The completed application should be emailed to BDM.RSREPORTS@justice.qld.gov.au in **word** format. Also, email any copies of any ethics approvals, or privacy or confidentiality declaration/s (if applicable)
4. An assessment will be undertaken and considered by Qld RBDM.
5. Notification of application outcomes will be advised within 10 working days.
6. Upon RBDM approval, RBDM will request the Applicant to sign the **Signatories to the MOU and Schedule** page. Please note this must be signed by the **Applicant**. The Applicant must be either an individual person who is applying for sole use of the RBDM product or service or someone in your agency who has the authority to make the assurances that the agency and individuals within the agency will adhere to confidentiality requirements contained in the MOU and adhere to any conditions provided with the data release. This person is accountable in the case of any breaches of RBDM information.
7. The completed MOU should be scanned along with the MOU Signatories, declarations (as applicable) and emailed to the Queensland (Qld) RBDM Client Relationship Management team via BDM.RSREPORTS@justice.qld.gov.au

Please note

RBDM is collecting personal information within this application for the purpose of assessing your application for data, undertaking correspondence in relation to data requests and to issue invoices for the payment of RBDM data where applicable.

Application

Section 1 – Key Contact Points

1.1 Provide details of the Applicant for this application:	
Name	Stephen L'Barrow
Position	Director, Investigations and Enforcement
Telephone	07 3008 5826
Email	Stephen.L'Barrow@justice.qld.gov.au
Mailing Address	GPO Box Brisbane 3111 QLD 4001
<p>NOTE: The Applicant is either an individual requesting the data service or someone who is acting on behalf of an agency. By signing the Signatories to the MOU and Schedule as the Applicant for an agency, you are declaring that you have the authority to make assurances on behalf of the agency requesting the data; to bind all data users who will receive access to RBDM data services under this assessment to the terms of this agreement.</p>	
1.2 Provide details of the Primary contact person for this application:	
Name	Stephen L'Barrow
Position	Director, Investigations and Enforcement
Telephone	07 3008 5826
Email	Stephen.L'Barrow@justice.qld.gov.au
Mailing Address	GPO Box Brisbane 3111 QLD 4001
<p>NOTE: The Primary contact person for an agency must be someone who will be the first point of contact for discussing the application. Note: The primary contact person can be the same person as listed in 1.1.</p>	
1.3 Provide details of the person who will be responsible for receipt of the invoice and will provide payment for the RBDM data set/s:	
Name	Stephen L'Barrow
Position	Director, Investigations and Enforcement
Telephone	07 3008 5826
Email	Stephen.L'Barrow@justice.qld.gov.au
Business Address	Office of Fair Trading, Investigations & Enforcement, Level 6, 63 George Street, Brisbane, QLD 4000
Mailing Address	GPO Box Brisbane 3111 QLD 4001
ABN	13846673994
GST registered? (agency only)	Yes

Section 2 – Agency Details

2.1 Name of Agency: Office of Fair Trading	
2.2 ABN: 13846673994	
2.3a Purpose of data request: Proof of identity, confirming identities, birth dates. A number of POI's use aliases.	
2.3b Purpose of Agency: The Office of Fair Trading undertake and coordinate state wide compliance and enforcement activities to promote a competitive, fair and informed marketplace. The Office of Fair Trading increase business and consumer confidence by protecting consumers and businesses against unethical behaviour.	
2.4 Provide details of the person in your agency who will receive the RBDM outputs.	
Name	Simon-Peter MacGeorge
Position	Senior Intelligence Analyst
Telephone	07 3008 5839
Email	Simon-Peter.MacGeorge@justice.qld.gov.au
Mailing Address	GPO Box Brisbane 3111 QLD 4001
NOTE: The person who will receive the RBDM outputs can be the same person as listed in 1.1 and/or 1.2.	

Section 3 – Data Security

3.1 What security measures does your agency have in place for holding personally identifiable or other sensitive information? Please select all that apply from the list below.

- Restricted building access
- Security ID passes worn by staff
- Persons accessing data must be physically on-site
- Secure IT password environments
- Separate servers for holding confidential data
- De-identified information and identifying information are separately stored
- Restricted access to data store/IT Access approval process
- System user logs on individuals are kept and regularly monitored
- Agency applies confidentiality rules before publishing data
- Agency has data management policies in place
- Agency has organisational legislative protections for the access and use of data
- Agency has mechanisms to enforce penalties for breaches of data security, confidentiality or privacy

Provide supporting information:

OFT is within the secure server network of DJAG the same as BDM. OFT is located within a government building manned by state government security. All staff must have ID to enter building and security pass to enter areas where computers are located. All staff must use a unique logon id to access computer data. Intelligence information is secured separately from other data and only accessible by the Director Investigations and Enforcement and Senior

Intelligence Analyst. All data management policies are set by the Department of Justice and Attorney-General and are located on the intranet. Data security, confidentiality and privacy breaches covered by the WOG code of conduct and Department of Justice and Attorney-General workplace policy.

3.2 Will copies of the RBDM data be made available outside the security measures advised in 3.1?

- Yes – Please provide details below.
 No

OFT will generally already know the name of a person. Information requested and obtained from RBDM may include confirmation of the person date of birth or middles names not known by OFT. This information obtained from RBDM, may be disclosed to other law enforcement agencies, as part of an amalgamated data set of that person e.g. full name and date of birth. The purpose can be for example to the Qld Police Service for the purpose of criminal history record and intelligence searching and the Dept. of Transport and Main Roads to confirm address details.

3.3 Please specify any additional arrangements you have in place to ensure your agency maintains the privacy of information?

We are bound by confidentiality obligations in the:

- Information Privacy Act 2009 (PDF, 833KB): (PDF) (<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/I/InfoPrivA09.pdf>) sets out how personal information is to be managed, including ensuring it is protected against unauthorised use or disclosure
- Code of Conduct for the Queensland Public Service: specifies the obligation to ensure the appropriate use and disclosure of official information, including confirming that such information cannot be used for personal benefit
- Criminal Code Act 1899 (PDF, 1.8MB): (PDF) (<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/C/CriminCode.pdf>) provides a criminal offence for a public official to use information gained in the course of their employment to obtain a dishonest benefit or to cause detriment to another person.
- *Fair Trading Act 1989 section 110* Preservation of secrecy limits the disclosure of information in possession of Fair Trading.
- *Fair Trading Inspectors Act 2014 section 92* also limits the disclosure of confidential information

3.4 Does your agency have a declaration or equivalent for ensuring that individuals in your agency adhere to the privacy and confidentiality of data?

- Yes – Please attach a copy of this declaration with your application.
 No – It will be the responsibility of the Applicant to ensure all individuals who have access to the data through your agency adhere to the same conditions as contained in the MOU Terms and Conditions (clause 11).

This System is for Authorised Clients Only!

It is a criminal offence to obtain access to data without authority or to damage, delete, alter or insert data without authority. Unauthorised use of Departmental computer resources, including access to inappropriate or offensive material through the Internet and Email can result in disciplinary action. By logging into this system you are acknowledging these terms and conditions.

OK

3.5 Does your agency have protocols in place in the event of a breach of information privacy, confidentiality or security?

Yes – Please describe.

No – Please provide an explanation of why your agency does not have protocols in place.

Please describe/explain:

http://intranet.justice.govnet.qld.gov.au/data/assets/pdf_file/0019/140365/Information-Security-Policy-v7.pdf

http://intranet.justice.govnet.qld.gov.au/data/assets/word_doc/0014/35402/internet-email-usage-standards.doc

3.6 If you answered yes in Q3.5 (that your agency has protocols in place), has your agency been required to undertake any actions as a result of breaches of these protocols in the past five years?

Yes - Please provide a brief summary. Include date of breach, description of circumstance and actions taken.

No

Please describe:

3.7 Data Retention – How long does RBDM data need to be retained by the agency?

Ongoing use integration – If selected, please provide justification for ongoing retention.

For the duration of the specific projects – If selected, please ensure the project timeframes are specified below.

Other – please specify timeframe.

Please specify:

OFT adheres to a retention and disposal schedule approved by the State archivist. Significant investigations are kept for 15 years and then destroyed. Data from RBDM may be in those records. Minimum retention time for investigations generally is 3 years.

3.8 If data or specific data items are not being retained indefinitely please specify how data will be securely destroyed?

See above.

Section 4 – Requested Products/Services

4.1		
Schedule B <input checked="" type="checkbox"/> <input type="checkbox"/>	Provision of Life Event Certificates or Confirmation of Life Events	Where the applicant is provided with a certificate of Birth, Death or Marriage for an individual as held in a RBDM register or RBDM undertake a search for a life event record and provide confirmation to the applicant.

Checklist

Have you completed all sections of the form?

Have you completed and included all relevant schedules requested in Section 4?

Have you emailed the application form in Word format?

Schedule for Service B

Provision of Life Event Certificates or Confirmation of Life Events

Where the applicant is provided with a certificate of Birth, Death or Marriage for an individual as held in a RBDM register or RBDM undertake a search for a life event record and provide confirmation to the client agency.

B1 – Please provide details of how the provision of life event certificate or confirmation of life events will be used in your agency and include the purpose and benefits your agency will receive from using RBDM certificates and/or data. Please also indicate anticipated volumes of requests (daily/weekly/monthly) and the life event categories (births, deaths, marriages, etc.) that you will be seeking requests for.

It is unlikely that we will require RBDM certificates. OFT is a law enforcement agency and is supported by legislation that requires dates of birth and names so that criminal history checks can be performed via the Queensland Police Service. There may be an occasion whereby a RBDM certificate is required but that would be on an ad hoc basis.

This may be for the provision as evidence in court.

It is anticipated that information requests volume will be between once a month and up to once a week.

B2 - Does your agency have a legal requirement for provision of life event certificates or confirmation of life events?

- Yes – Agency has a legislative requirement
 Yes – Other legislative requirement
 No

If yes, please provide details (specify Act and relevant sections):

The Fair Trading Act 1989 applies the Australian Consumer Law (the ACL) a Commonwealth Law as a law of Queensland incorporating it as a State law and referring to it as the Australian Consumer Law (Queensland) ("ACL(Q)").

Section 11 of the Fair Trading Act 1989 outlines the functions of the Commissioner for Fair Trading.

This notice relates to an investigation being conducted by the Office of Fair Trading (OFT) into potential breaches of the ACL(Q).

The potential breaches or offences include:

S21 Unconscionable conduct in connection with goods or services

Section 90 of the Fair Trading Act 1989 allows for an inspector to require a person, by oral or written requisition, to furnish information and records, in relation to any matter relevant to the operation or enforcement of the Act.

B3 - Will the certificates/data provided by RBDM be disclosed or released to any other agency or individual outside of your agency?

Yes
 No

If yes, please provide details (specify agency/individuals to receive this information):

OFT will generally already know the name of a person. Information requested and obtained from RBDM may include confirmation of the person date of birth or middle names not known by OFT. This information obtained from RBDM, may be disclosed to other law enforcement agencies, as part of an amalgamated data set of that person e.g. full name and date of birth. The purpose can be for example to the Qld Police Service for the purpose of criminal history record and intelligence searching and the Dept. of Transport and Main Roads to confirm address details.

If no, please provide details of where the certificates/data will be stored:

On DJAG systems only.

B4 - Details of Data Delivery Method to RBDM

(Select preferred transmission of certificates/data from the list below)

- Form OFT search request BDM.Searches@justice.qld.gov.au
 Other (please specify)

The RBDM Request Form will be emailed to the client agency once the MOU is approved and signed.

This form is to be used for all future requests for Life Event Certificates/Confirmation of Life Events from RBDM.

Please describe the data you have available to send to RBDM

- First name
 Middle names
 Surname
 Date of Birth
 Other (please specify)

B5 - Details of Delivery Method from RBDM

(Please specify how you would like to receive the certificates/data results)

- Confirmation of search results – Y/N only
 Confirmation of search results – including data items
Please Specify items requested to be provided by RBDM:
Date of Birth, confirmation of Identity

- Certificates posted via Australia Post.
 Certificates posted via internal mail (Qld State Government Agencies only).
 Certificates collected from RBDM office.
 Password protected data will be provided from BDM.Searches@justice.qld.gov.au
(A password would need to be provided to your RBDM contact officer by telephone. Note: Passwords must not be sent electronically).
 Other (please specify) OFT Intelligence Mailbox, OFTIntel@justice.qld.gov.au

B6 – Service/Data Delivery Timeframes and Frequency

If approval is granted the following certificates/data delivery timeframes are requested:

- Certificates/Data will be provided weekly, on the first day of each (week)
- Non-regular requests will be provided within 10 days of request being received by the RBDM.

Note: Where the above dates fall on a public holiday data will be provided on the next business day. All requests must be received during normal business hours (8.30am-4.30pm) to be considered as received on that day.

Any difficulties in providing information or issues with return delivery of service are to be referred to your RBDM contact officer for negotiation. Notification of inability to supply service due to system failures will be provided by RBDM.

B7 - Fee and Payment Information

Searches will be completed under RBDMs fee waiver policy, on the condition that the volumes are as specified in this agreement, and do not exceed 1 search request per week.

Current certificate fees apply. Refer to the attached Schedule Fee list link:

<https://publications.qld.gov.au/dataset/bdm-scheduled-fees>

A Tax Invoice or Payment Notice will be forwarded to the person nominated in section 1.3 with the release of the certificates.

