



# 您的隐私与个人信息

Centrelink、Medicare 和 Child Support 都隶属于 Australian Government Department of Human Services（公共服务部）。

本声明概述了公共服务部将如何管理该部门所掌握的、跟 Express Plus 手机应用程序（Express Plus apps）相关的、包含您的个人信息的记录。该手机应用程序的目的是用于个人手机设备。

公共服务部对于包含您的个人信息的记录的处理受到法律保护，包括 Privacy Act 1988。

本通知适用于 Department of Human Services 的 Express Plus Jobseekers, Students, Families, Seniors 以及 Lite mobile apps。

## 公共服务部将会收集哪些信息？

使用 Express Plus apps 是自愿的。您可以决定是否将 Express Plus apps 下载到您的移动设备里，在下载后是否使用 Express Plus apps，以及您在 Express Plus apps 中选择将哪些信息向公共服务部披露。

如果您决定下载和使用 Express Plus app，公共服务部作为 Express Plus app 的运作机构，可能会收集包含您的个人信息的记录。您在 Express Plus app 的“条款”的结尾点击 I accept（我接受）按钮，即表示您同意公共服务部收集通过 Express Plus app 递交的资料。

公共服务部将会通过 Express Plus app 收集资料，以便让您能够申请各项服务或补贴，或者继续接受公共服务部的服务或补贴。公共服务部所收集的一些信息，可能是法律要求或授权的。如果收集信息是必须的，您或许可以选择以不同的方式提供信息，比如通过电话提供或当面提供。

## 为什么公共服务部收集这些信息？

公共服务部将收集包含您的个人信息的记录，其目的是初步评估您是否有资格享受公共服务部所提供的各项服务和补贴，以及持续管理、评估您的资格。

## 公共服务部将会向谁透露您的个人信息？

未经您的同意，公共服务部通常不会向您本人之外的其他人披露通过 Express Plus app 向您收集的个人信息。

如果联邦法律要求或授权披露，则公共服务部可以在未经您许可的情况下向其他人、其他组织或机构披露您的个人信息。

## 从 Express Plus apps 获得或披露的信息的储存

您向公共服务部提供或公共服务部通过 Express Plus app 向您提供的一些信息，可能储存或将会储存在您的移动设备中。

您每次利用 Express Plus app 报告收入、申请提前付款、订阅 Online Services 或使用其他一些服务的时候，都会生成一张收据。这些收据会被自动储存在您的移动设备中，作为 Express Plus app 的一部分，只有通过 Express Plus app 的“history”（历史）选项卡才能查询和删除。您一旦接受 Express Plus app 的条款，即表示同意这些收据储存在您的设备中。

您也可以选择将文件（例如，您所递交的文件，或者 Centrelink 的来信）存在 Express Plus app 的安全资料库（secure vault）中，从而保留文件的副本。储存在您的安全资料库中的文件，只有通过 Express Plus app 才能查询和删除。

有些个人信息也可能在 Express Plus app 以外被披露。这种情况只会发生在您选择了将信息从 Express Plus app 中提取出来的时候，例如，您已设置了日历提醒，或者打印 Centrelink 的来信。未经您的同意，Express Plus app 不会在该应用程序以外透露您的任何个人信息。

如果个人信息是作为 Express Plus app 的一部分而储存在您的移动设备中的，或者是在 Express Plus app 以外被披露的，那么这些信息已经不受公共服务部控制。您有责任确保这些信息受到保护，不会丢失或被误用。

## 怎样查询通过 Express Plus apps 提供的个人信息

凡是公共服务部持有的跟 Express Plus app 相关的记录，如果其中包含了您的个人信息，您都有权要求查询。如果您在这些记录中的个人信息有任何不准确之处，那么您还有权利申请更正。

包含个人信息的某些记录可以通过 Express Plus app 来查询。例如，您将个人情况的变化通知公共服务部时所披露的个人信息，可以通过 Express Plus app 的“view profile”（查看档案）选项卡来查看。您也可以利用 Express Plus app 来更正某些不正确的个人信息。

如果您向进一步了解有关隐私的资料，请访问：[humanservices.gov.au/privacy](https://humanservices.gov.au/privacy)



# Privacy and your personal information

Centrelink, Medicare, and Child Support are all part of the Australian Government Department of Human Services (the department).

This statement outlines how the department will manage any records it handles containing personal information about you in connection with the Express Plus mobile applications (Express Plus apps), designed for use on personal mobile devices.

The department's handling of records containing your personal information is protected by law, including the *Privacy Act 1988*.

This notice applies to the Department of Human Services' Express Plus Jobseekers, Students, Families, Seniors and Lite mobile apps.

## What information will the department collect?

Use of the Express Plus apps is voluntary. You are able to decide whether to download the Express Plus apps onto your mobile device, whether or not to use the Express Plus apps once downloaded and what information you choose to disclose to the department on the Express Plus apps.

If you decide to download and use an Express Plus app, the department may, as operator of the Express Plus apps, collect records containing your personal information. By clicking the 'I accept' (I accept) button at the end of the Terms and Conditions on an Express Plus app, you consent to the collection of information by the department submitted via the Express Plus apps.

The department will collect information via the Express Plus apps to enable you to apply for services or payments, or continue to receive services or payments from the department. The collection of some of the information by the department may be required or authorised by law. Where collection is required, you retain the option of providing information to the department in a different manner, such as over the telephone or in person.

## Why does the department collect this information?

The department will collect records containing your personal information for the purpose of assessing your initial eligibility and administering and assessing your ongoing eligibility for payments and services from the department.

## Who will the department disclose your personal information to?

The department will ordinarily not disclose personal information collected from you via an Express Plus app to a person other than yourself without your consent.

The department may disclose your personal information to other persons, bodies or agencies without your permission in circumstances where Commonwealth legislation requires or authorises the disclosure.

## **Storage of information obtained or disclosed on Express Plus apps**

Some of the information that you provide to the department or that the department provides to you via an Express Plus app can and will be stored on your mobile device.

A receipt is generated each time you report on income, apply for advance payments, subscribe to Online Services or access certain other services using an Express Plus app. These receipts are automatically stored securely on your mobile device as part of the Express Plus app and can only be accessed and deleted via the history tab in the Express Plus app. By accepting the Express Plus app Terms and Conditions, you consent to receipts being stored on your device.

You may also choose to keep a copy of a document on your device by saving the document in the secure vault of an Express Plus app, for example, a document for lodgement or a letter from Centrelink. Documents stored in your secure vault can only be accessed and deleted via the Express Plus app.

It is also possible for some personal information to be disclosed outside of the Express Plus apps. This will only happen where you have chosen for the information to be pulled from the Express Plus app, for example, where you have set up calendar reminders or printed a hard copy of a letter from Centrelink. The Express Plus apps will not disclose any of your personal information outside of the app without your consent.

Personal information stored on your mobile device as part of an Express Plus app or disclosed outside of an Express Plus app is not controlled by the department. It is your responsibility to ensure that the information is protected from loss or misuse.

## **How to access your personal information provided via the Express Plus apps**

You have the right to request access to any records in the department's possession associated with the Express Plus apps that contain your personal information. You also have the right to apply to correct any inaccuracies in your personal information in these records.

Some of the records which contain your personal information can be accessed via the Express Plus apps. For example, personal information you disclose in notifying the department of a change in your circumstances can be accessed through the 'view profile' (view profile) tab of the Express Plus apps. You can also use the Express Plus apps to correct some inaccuracies in your personal information.

For more information about privacy, go to [humanservices.gov.au/privacy](https://humanservices.gov.au/privacy)