



PROS 21/05

**Retention and Disposal  
Authority for Records of  
Service Victoria**

Status Date: 10/11/2021

# Retention and Disposal Authority for Records of Service Victoria

Authority number: PROS 21/05

## INTRODUCTION

### Context

#### Introduction

The Victorian Government created Service Victoria to modernise the way Victorians interact with government.

On 1 July 2018, Service Victoria became an administrative office in relation to the Department of Premier and Cabinet, established under the *Service Victoria Act 2018* (the Act).

Service Victoria brings together many transactions in one place, making it simpler, easier and faster for customers to do them. Service Victoria is a 'digital first' organisation.

Service Victoria performs two main roles:

- Customer service — for example, allowing customers to send information to other agencies (service agencies) to apply for a licence, permit or official document, pay for it, and then receive the document through Service Victoria.
- Identity verification — enabling customers to verify their identity using a consistent framework (creating an Electronic Identity Credential). Customers can consent to save an ongoing credential that can be used for different government services without providing the same information again.

To support customer service, customers can create an account with Service Victoria. Details can be saved to accounts such as information about transactions completed with Service Victoria.

In performing these roles, Service Victoria follows the Customer Service Standards and Identity Verification Standards under the Act.

The Act creates privacy and security protections drafted on the principle of not recording more customer information than is necessary. For example, for customer service, service agency databases hold many records. Service Victoria can pass data to relevant service agency databases to avoid duplication.

Records held by Service Victoria include:

- details saved to a Service Victoria account, such as customer name and email and payment methods, and any other details needed to support customer service.
- identity details, such as how customers verified it, what customers consented to store, and other information needed for integrity reasons.

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# Retention and Disposal Authority for Records of Service Victoria

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## Retention and Disposal Authority for Records of Service Victoria

<b>Retention and Disposal Authority No</b>	PROS 21/05
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<b>Scope</b>	This RDA authorises the disposal of records of the functions of Service Victoria including identity verification.
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<b>Status</b>	Issued
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<b>Issue Date</b>	10 November 2021
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# Retention and Disposal Authority for Records of Service Victoria

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List of Functions and Activities covered

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2	Identity verification		12

# Retention and Disposal Authority for Records of Service Victoria

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## Introduction

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### Purpose of this Authority

The purpose of this Authority is to provide a mechanism for the disposal of public records in accordance with the *Public Records Act 1973*.

The Authority:

- identifies records which are worth preserving permanently as part of Victoria's archival heritage
- prevents the premature destruction of records which need to be retained for a specified period to satisfy legal, financial and other requirements of public administration, and
- authorises the destruction of those records not required permanently.

### Context of this Authority

#### Public Record Office Victoria Standards

This Authority should be used in conjunction with the Standards issued by the Keeper of Public Records under Section 12 of the *Public Records Act 1973*. Copies of all relevant PROV standards, specifications and regulatory advice can be downloaded from [www.prov.vic.gov.au](http://www.prov.vic.gov.au). These documents set out the procedures that must be followed by Victorian public offices.

#### Disposal of records identified in the Authority

Disposal of public records identified in this Authority must be undertaken in accordance with the requirements of Public Record Office Standard PROS 10/13 *Disposal*.

It is a criminal offence to unlawfully destroy a public record under s 19(1) of the *Public Records Act 1973*.

The destruction of a public record is not unlawful if done in accordance with a Standard established under s 12 of the *Public Records Act 1973*.

This Standard (also known as an Authority) authorises the disposal of public records as described within its provisions. However, disposal is **not** authorised under this Standard if it is reasonably likely that the public record will be required in evidence in a current or future legal proceeding.

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For the purposes of this Retention and Disposal Authority, a 'legal proceeding' has the same meaning as the *Evidence (Miscellaneous Provisions) Act 1958*, and includes any civil, criminal or mixed proceeding and any inquiry in which evidence is or may be given before any court or person acting judicially, including a Royal Commission or Board of Inquiry under the *Inquiries Act 2014*.

If the public office identifies that public records must be retained under other applicable legislation for a period that exceeds the retention period specified under the Standards, then the longer retention period must apply.

### Normal Administrative Practice

The destruction of some public records is permitted without final authorisation under normal administrative practice (NAP). NAP covers the destruction of ephemeral material of a facilitative nature created, acquired or collected by public officers during the course of their duties.

The following material may be destroyed under NAP:

- working papers consisting of rough notes and calculations used solely to assist in the preparation of other records such as correspondence, reports and statistical tabulations
- drafts not intended for retention as part of the office's records, the content of which has been reproduced and incorporated in the public office's record keeping system
- extra copies of documents and published material preserved solely for reference.

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## **Transfer of records to Public Record Office Victoria**

Contact Public Record Office Victoria for further information on procedures for transferring permanent records to archival custody.

## **Use of Other Authorities**

In applying the disposal sentences set out in this Authority, reference should be made to other current Authorities where applicable. Where there is a conflict between two Authorities (for instance this Authority and the General Retention and Disposal Authority for Records of Common Administrative Functions), consult the Public Record Office Victoria for advice.

## **Explanation of Authority Headings**

### **Class Number**

The class number or entry reference number provides citation and ease of reference.

### **Description**

The description of each record class is specified in this entry. A record class is a group of records that relate to the same activity, function or subject and require the same disposal action.

### **Status**

This entry provides the archival status of each class - either permanent or temporary.

### **Custody**

This entry specifies whether the records are to be retained by the public office or transferred to Public Record Office Victoria. Permanent electronic records are to be transferred in VERS Encapsulated Object (VEO) format. The storage of public records identified in this Authority must also be in accordance with the requirements of Public Record Office Standard PROS 20/02 Storage.



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### **Establishment of Standard**

Pursuant to Section 12 of the *Public Records Act 1973*, I hereby establish these provisions as a Standard (also known as a Retention and Disposal Authority) applying to Service Victoria. This standard as varied or amended from time to time, shall have effect from the date of issue unless revoked.

[Approved]

**Justine Heazlewood**, Keeper of Public Records

Date of Issue: 10 November 2021

# Retention and Disposal Authority for Records of Service Victoria

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No	Function/Description	Status	Disposal Action
1.0	<p><b>Customer service management</b></p> <p>The management of customer service transactions performed by Service Victoria.</p> <p>Includes functions that enable members of the public (customers) to undertake transactions with Service Victoria and other government agencies (service agencies).</p> <p>These include:</p> <ul style="list-style-type: none"> <li>• receiving applications or payments for licences, permits and other official documents required by customers</li> <li>• collecting information from customers to send to service agencies</li> <li>• delivering documents to customers</li> <li>• maintaining accounts through Service Victoria</li> <li>• delivering related services for customers as requested by service agencies or a relevant Minister.</li> </ul> <p>Also includes interactions with service agencies, relating to delivery of transactions and customer services.</p> <p>See function 2.0, Identity verification, for identity verification records.</p> <p>See RDA for Records of Common Administrative Functions – Occupational Health &amp; Safety (OH&amp;S) for records collected through the use of the Service Victoria QR check-in app.</p>		
1.1	<p><b>Customer service performance records</b></p> <p>Records documenting non-identifiable information that helps monitor and improve performance of the Service Victoria platform. Includes customer service transaction statistics such as median customer satisfaction rating and average transaction completion rate.</p>	Temporary	Destroy 10 years after administrative use has concluded.
1.2	<p><b>Account records</b></p> <p>Records documenting the information provided by customers to register for an account with Service Victoria, and other information collected or generated by Service Victoria attached to accounts (including metadata).</p> <p>Includes records of all types of accounts administered by Service Victoria (e.g. individual, business).</p> <p>Also includes:</p>	Temporary	Destroy after the expiry or cancellation of the account or after a customer deletes a record that forms part of an account.

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No	Function/Description	Status	Disposal Action
<i>Customer service management</i>			
	<ul style="list-style-type: none"> <li>• records that customers have consented to store and save to make future transactions easier, such as contact details</li> <li>• details of current, expired or cancelled licences, permits and other official documents issued to customers</li> <li>• links to payment systems</li> <li>• transaction history.</li> </ul> <p>Does not include records relating to Electronic Identity Credentials – see class 2.4.</p>		
1.3	<p><b>Records from customer and agency interactions</b></p> <p>Records documenting customer and service agency interactions, including customer applications and transactions with Service Victoria, where the information is not saved to an account.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• records of customer transactions where Service Victoria received all the information the customer was required to provide</li> <li>• records of customer transactions where customers didn't provide all the information needed, and the customer has abandoned the transaction or not returned in time to complete it</li> <li>• records of information retrieved from the systems of a service agency to display to a customer</li> <li>• records of a request from a service agency for support to customers, and information collected or generated in response to that request.</li> </ul>	Temporary	Destroy after administrative use has concluded, but no later than specified by legislation.
1.4	<p><b>Official documents delivered on behalf of service agency</b></p> <p>Records such as a licence, permit or other official document, collected or generated by Service Victoria to deliver to a customer.</p> <p>Does not include metadata relating to these documents saved to an account – see class 1.2.</p>	Temporary	Destroy after delivery to customer and/or service agency as required.

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No	Function/Description	Status	Disposal Action
<i>Identity verification</i>			
2.0	<p><b>Identity verification</b></p> <p>The management of identity verification performed by Service Victoria.</p> <p>This function allows customers to verify their identity by issuing a digital record of a customer's identity as verified by Service Victoria (known as an Electronic Identity Credential). Electronic Identity Credentials can be temporary or ongoing.</p> <p>Identity verification requires collecting identity information from customers through either digital or non-digital channels.</p> <p>Verified customers can transact with the Victorian Government on a one-off basis (using a temporary Electronic Identity Credential) or on a continuing basis (using an ongoing Electronic Identity Credential). Customers can apply for an Electronic Identity Credential across different levels of assurance.</p> <p>The Identity Verification Standards under the <i>Service Victoria Act 2018</i> govern the process for verifying identity.</p> <p>See RDA for Records of Common Administrative Functions – Policy for records of regulatory and policy functions relating to the Identity Verification Standards.</p>		
2.1	<p><b>Identity verification performance records</b></p> <p>Records documenting information collected or generated in relation to Electronic Identity Credential applications retained for the purposes of performance auditing and organisational improvement.</p> <p>Includes statistical information about applications completed, success rates and reasons for failure.</p>	Temporary	Destroy 10 years after administrative use has concluded.
2.2	<p><b>Identity verification input records</b></p> <p>Records documenting information collected or generated to verify a customer's identity in order to issue an Electronic Identity Credential or renew or increase the level of assurance of an Electronic Identity Credential and which are not required for ongoing integrity or validation purposes.</p> <p>Includes copies of customer identity documents, referee details and interview notes (where collected).</p>	Temporary	Destroy after verification concluded or abandoned, and not required for integrity and validation purposes.
2.3	<p><b>Identity verification integrity and validation records</b></p>	Temporary	Destroy after records are no longer

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No	Function/Description	Status	Disposal Action
<i>Identity verification</i>			
	<p>Records documenting:</p> <ul style="list-style-type: none"> <li>• a decision to refuse to issue, renew, or increase the level of assurance of an Electronic Identity Credential including relevant evidence and any affected Electronic Identity Credential</li> <li>• a decision to suspend or cancel an Electronic Identity Credential, including relevant evidence and the affected Electronic Identity Credential</li> <li>• audit logs containing hashed information (legible data that has been rearranged from plain text format to non-plain text format to protect the security of the original text), and other protected data regarding Electronic Identity Credentials including usage history which may be required for review, investigation, inspection, regulatory or fraud control purposes</li> <li>• additional checks to ensure the records relating to the electronic identity credential are not fraudulent, including records of people who have died in Australia and records of identity documents suspected of being used fraudulently</li> <li>• other records about identity verification which facilitate the review of decisions, regulatory compliance, and other integrity purposes.</li> </ul>		<p>required for review, investigation, inspection, regulatory or fraud control purposes.</p>
2.4	<p><b>Records of issued Electronic Identity Credentials, ongoing and temporary</b></p> <p>Records documenting Electronic Identity Credentials including usage history and other information saved to an Electronic Identity Credential such as the verified customer name, date of birth, photo and any other identity information.</p>	Temporary	<p>Destroy after the expiry of the Electronic Identity Credential the records relate to, or after cancellation by the customer (whichever is earlier).</p>