

Linda's

STORY

Linda* signed up for a training course aimed at upskilling young people in office software programs.

She was told that as part of the enrolment process, the training institute required a photocopy of the front and back of her driver licence.

Linda was uncomfortable with the institute having a copy of all the information on her licence – including her street address, photograph, and licence number. She was also concerned about the security of its storage of her information.

Linda was told that if she refused to give her consent to the photocopying, her enrolment would not be accepted. She 'allowed' the training institute to copy her driver licence to access the course but then made a privacy complaint.

In the course of mediation discussions, the training institute acknowledged that it could satisfy its requirements by its staff sighting the licence and making a note that the enrolment criteria was satisfied.

The training institute implemented this new procedure and agreed to securely destroy the photocopies of Linda's licence. She was satisfied with this outcome.



*The Information Privacy Act
helps protect your information.
It can also
give you peace of mind.*



Office of the Information Commissioner
Queensland



* not the applicant's real name

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