

At Everyday Mobile from Woolworths (“Woolworths”, “we”, “us”, “our”), we care deeply about your privacy, and that means giving you what you need to make informed choices.

We want to make it simple for you to understand how we use the Document Verification Service (“DVS”) and handle your personal information for the purposes of verifying your identity. Please read on to find out more.

How and why we collect your personal information

Woolworths uses the Document Verification Service (“DVS”) to facilitate our identity verification process for Everyday Mobile, and engages Equifax to submit verification requests to and receive match results from the DVS.

The DVS is a service offered by the Australian Government that enables the information on identity documents (for example, a person’s name, date of birth, and unique document numbers or symbols) to be checked against the original records held by government agencies, to verify their authenticity.

Woolworths collects the following personal information directly from you, to verify your identity using the DVS and enable us to provide Everyday Mobile products and services to you:

- identity and contact information, such as your name, date of birth, and address
- government identifiers found on your identity documents, such as your driver’s licence, passport, or visa.

We also collect the DVS match result, once the DVS check has been performed by Equifax.

Woolworths and Equifax will use your personal information to verify your identity as permitted or required by law. Woolworths and Equifax will share your personal information:

- with one another, to confirm the DVS match result
- with government agencies, when submitting a verification request using the DVS
- as otherwise permitted or required by law.

Your rights

If you do not wish to have your identity verified, we may be unable to provide products and services to you.

If you are having trouble completing the online identification check form, please contact the Everyday Mobile team by:

- Calling 1300 101 234 (Monday to Friday 9am to 5pm (AEST/AEDT), and Saturday 10am-4pm (AEST/AEDT))
- Selecting an option from the [Contact Us](#) page on the Everyday Mobile website.

Identity Verification Collection Notice



For more information, including how you can access or correct your personal information collected by Woolworths or Equifax, or how to make a complaint about a privacy matter, please visit:

- [Woolworths Group Privacy Policy](#) or
- [Equifax Privacy Policy](#)

If you have a query or complaint about a privacy matter that you would like to discuss with Woolworths or Equifax, you can contact:

- Woolworths Group Privacy Officer at privacy@woolworths.com.au or on 1300 908 631 (Monday to Friday 8:00am to 5:00pm AEST, excluding public holidays)
- Equifax at Equifax Australia Information Services and Solutions Pty Limited, GPO Box 964, North Sydney NSW 2059 or via the [online complaints form](#).

Woolworths Group Limited (ABN 88 000 014 675).

Additionally, to understand more about the operation and management of the DVS by the Framework Administrator (acting on behalf of the Attorney-General's Department), please see the [Identity Verification Services Privacy Statement](#), or contact the Framework Administrator at DVS.manager@ag.gov.au.