

PERTH MINT — CUSTOMER DATA

1097. Hon NICK GOIRAN to the parliamentary secretary representing the Minister for Mines and Petroleum:

The context of my question is a confidential email I received from a concerned constituent following a phone call purportedly from the Perth Mint asking them to update their personal details.

- (1) Does the Perth Mint make phone calls requesting current or former customers to update their personal details?
- (2) What data belonging to previous customers does the Perth Mint retain?
- (3) Does Perth Mint have a data privacy policy?
- (4) If yes to (3), will the minister table a copy of this policy?

Hon MATTHEW SWINBOURN replied:

I thank the member for some notice of the question. I am glad he is finally asking it. There is a lot of material in the file, so it would be good to get rid of it.

The following answer has been provided to me by the Minister for Mines and Petroleum.

- (1) As part of its regulatory compliance, the Perth Mint periodically contacts current and former customers via telephone, email and letter to request they update their personal details using a secure method. The Perth Mint does not request customers to update personal details over the phone.
- (2) As part of its regulatory compliance, the Perth Mint retains data to verify the identity of a customer, maintain the customer's account and record their transactions. The data is held per the defined retention periods in the relevant legislation.
- (3) The Perth Mint has a range of privacy policies, including a privacy policy regarding customers' personal data.
- (4) The Perth Mint's privacy policies are publicly available at the webpage www.perthmint.com/privacy-policy. Copies of these policies are tabled with this answer.

[See paper [2535](#).]