

From: Kelly, Erin [mailto:Erin.Kelly@auspost.com.au]
Sent: Friday, 8 June 2012 10:13 AM
To: David Vaile
Cc: Burke, Paul; Larritt, Catriona
Subject: Australia Post Digital MailBox

Dear Mr Vaile,

I have been asked to reply to your letter of 22 April 2012 to Ms Catriona Larritt, General Manager eServices, seeking advice on the privacy aspects of the Australia Post Digital MailBox (APDM), which will be launched later this year to compliment our trusted physical mail delivery network. I apologise for the delay in replying.

By way of background, Australia Post has a long history of protecting the privacy of personal information in its possession. We currently deliver mail to over 10 million addresses nationally, serve around 1 million customers every business day in our retail outlets (this includes performing a wide range of agency transactions such as identity services, bill payments and money transfers) and employ around 35,000 staff.

The APDM brings together three functions into one easy-to-use personal management application that will enable customers to securely receive mail in their own digital mailbox, pay bills and store important documents. The APDM will support multi-factor authentication and all communications will be encrypted so that only the intended recipient can view them.

As the APDM is a commercial initiative that is subject to market competition, we have not undertaken any public consultation processes in relation to the privacy aspects of the initiative. However, over the course of the development of the APDM, we have engaged two companies - Lockstep and most recently Information Integrity Solutions Pty Ltd - to undertake the necessary Privacy Impact Assessments.

In addition to these Privacy Impact Assessments, Australia Post has a comprehensive privacy framework in place, which includes a Privacy Policy, Compliance Manual and ongoing Privacy Compliance Training, to ensure that all of our activities (commercial and non-commercial) comply with applicable privacy legislation.

Thank you for your interest in writing on this matter.

Yours sincerely

Erin Kelly

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