

FAQ - Keeping your information secure

How safe is my personal information when I use your online portal?

The security of your personal information is a core requirement of our business. Any breach of your data is likely to compromise our business future. This commercial risk and of course our legal obligations mean we have deployed the highest level of data security.

- Our platform PBS Online includes an Applicant, Organisation and Administration portal. These portal applications are built using secure coding practices. To maintain the highest level of security we routinely engage independent third-party security experts to conduct penetration and security tests to identify any vulnerabilities or threats.
- All data in transit is secured using HTTPS/SSL/TLS encryption.
- All data at rest is encrypted using industry standard AES-256 encryption algorithm at the database server level. This means your data is protected 100% of the time.
- User access to each Portal is granted using role based access control. Login to the Applicant Portal is done using a One-Time Password sent to the Applicant at each login by SMS (or Email if no mobile number is available).

Where is my information held?

- The physical infrastructure is hosted within Amazon Web Services secure and certified data centres. Amazon Web Services (AWS) data centres have multiple layers of operational and physical security to ensure the integrity and safety of data.
- All data is held securely here in Australia. The data centre is in Sydney, NSW.

Who has access to my personal information?

- Our focus on the protection of your personal information means your information is only shared with third parties to deliver our background screening services. We do not share your information otherwise. Third parties to whom we may share your information includes: government law enforcement agencies, credit agencies, regulatory agencies, licensing bodies, current or previous employers, educational institutions, professional associations and partner agencies.
- We train our staff driving awareness and procedural compliance to keep your information safe and secure.

How long do you intend to retain my personal information?

- All identity documents, check results and consent documents are deleted 12 months after your order has been completed. We do not retain your data longer than legally required.