

INSTRUCTIONS FOR EMPLOYEES

How Verification Exchange works.

Step 1

When you are seeking credit or some other service, and the third-party you are dealing with (a Verifier) needs proof of your employment income, direct them to contact the Equifax Verification Exchange® on 1300 598 889.

Step 2

Where credentialed, that Verifier will confirm and collect your consent for use of the Verification Exchange. With your consent, they will then submit a request for your Employment Income report.

Step 3

Once we generate that report, it will be shared only with the credentialed Verifier that you have authorised. If you wish to comparison-shop and approach another credit or service provider, you will need to provide a fresh, specific consent – so you stay in control of your personal information.

Frequently Asked Questions

How do I access my information?

If you would like a copy of your personal information held by us through the Verification Exchange, please [contact us](#). We can provide a copy of that for you within a reasonable period after your request is made, and usually within 30 days.

Who has access to my information?

No one has access to your employment income information without you giving consent. All Verifier organisations are screened and checked (credentialed) before being allowed to access the Verification Exchange. All Verifiers must get your permission to access your data. All access to your data is recorded. Equifax can only use your data in accordance with its [Collection Statement](#). When your employment income data is accessed, a record of access, a copy of the data provided and the purpose is logged. We hold that record for an appropriate period as permitted by the Privacy Act, and not longer than 2 years (subject to any other specific legal requirements).

Can I block my information?

Your data is not shared unless you provide consent. You can put a temporary block on your data (or un-block your data) by contacting the Verification Exchange. Typically this may be done for a reason such as data error. Our team can discuss the options with you. In addition, we may block your data for you: see [“What if my information is wrong?”](#).

Can I see who has accessed my information?

Only a Verifier you have authorised can access your employment income information, so you will know who has accessed it. We expect Verifiers not to make any adverse decision based in whole or part upon that information without first providing you a copy of it.

Can I see my own information available in the Verification Exchange?

The Verification Exchange may hold your data on behalf of an employer or may collect your data from an employer's payroll system on request. We can provide a copy of personal information as outlined in [“How do I access my information?”](#).

What if my information is wrong?

You can contact the Verification Exchange support team at support.au.ve@equifax.com or on 1300 598 889, provide the required identification information to pass our security checks, and request us to check the information provided. Once we have verified your identity, we can raise a 'data dispute' and check the accuracy of the data we have supplied to a Verifier against the records supplied by or on behalf of your employer(s). We will automatically block your records during a 'data dispute' period. If you still feel your information provided is inaccurate, you will then need to take that up directly with the relevant employer, but without divulging any further information to us.

How does Equifax protect my data?

Equifax applies its full efforts to protect the data of our customers and their employees. Prior to obtaining access to employee data, customers of the Verification Exchange (Verifiers) must be credentialed, establishing their legitimate need to access the data. Access to employee data is granted according to processes and technologies that ensure employee consent. Key technologies such as encryption and access management are applied throughout the process of an employer providing data to Equifax, our reposing it, and customers accessing it.

Security has been a top-down mandate, with more than \$1.5 billion spent on Tech and Security transformation since 2018, incremental to our \$1 billion Tech and Security annual run rate. Every employee participates in annual security training and monthly security testing to keep their skills sharp. Equifax maintains ISO 27001 certification covering our Australian businesses, including Verification Exchange. SOC2 Type 2 coverage includes Workforce Solutions and our Australian credit bureau; Verification Exchange inherits most of its controls from these entities, although a Verification Exchange specific SOC2 is forthcoming.

I need to contact the Verification Exchange

If you need to contact us, please email support.au.ve@equifax.com or call 1300 598 889.