INFORMATION FOR EMPLOYERS

How Verification Exchange works.

Directing a third-party to contact the Verification Exchange

When a third-party organisation (a Verifier) contacts you seeking verification of an employee's (or past employee's) employment income, simply direct them to contact the Equifax Verification Exchange® support team on 1300 598 889. If easiest, you can send them an email based off the template on our employer page to let them know your company uses Verification Exchange.

There should be no need for you to provide any other information to the Verifier; we will manage them once they make contact. However, if a Verifier for some reason insists on obtaining a hard-copy document through the employee, you may still need to deal with that individual's request.

Frequently Asked Questions

Who has access to my employee information?

No one has access to your employee's information without the employee giving consent. All Verifier organisations are screened and checked (credentialled) before being allowed to access the Verification Exchange. All Verifiers must get the employee's permission to access their data. When the 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).

How can my employees access their information in the Verification Exchange?

If an employee would like a copy of their personal information held by us through the Verification Exchange, they can contact us. We can provide a copy of that to the employee within a reasonable period after their request is made, and usually within 30 days.

Can employees block their information?

Yes. When there is a data dispute employees can temporarily block their individual information by contacting the Verification Exchange. Typically this may be done for a reason such as data error and the records are blocked until the dispute is resolved.

Can employees see who has accessed their information?

Only a Verifier your employee has authorised can access their employment income information, so your employee will know who has accessed it. An employee can also call the Verification Exchange and request a copy of all their personal information held by us in Verification Exchange.

Can I see what data is available in the Verification Exchange?

Employers are, of course, aware of the data they have contributed and updated to Verification Exchange. Once held, the Verification Exchange data can only be viewed with the consent of the relevant employee, so employers cannot see the data there. The Verification Exchange holds historical employment income data for up to 3 years in respect of an employee.

What if an employee's information is wrong?

Employers can update data contributed to the Verification Exchange.

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

How does Equifax protect my employee's 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 Verification Exchange support

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