Document Verification Service Notice

capital•com

Document Verification Service Notice

Capital.com's use of the Australian Government's Document Verification Service

As part of its identity verification process, Capital Com Australia Pty Ltd ('Capital.com') may use the Australian Government's Document Verification Service (DVS) to check that your identity documents are genuine and current.

1. How the DVS works

The DVS matches the identification information in your identity document (such as a passport or driver's licence) against the original record held by the government agency that issued that document. In most cases, the DVS returns a simple match or no-match result.

2. How Capital.com uses the DVS

Capital.com uses the DVS to help confirm your identity and to meet its legal obligations to verify your identity under applicable laws, including the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth) and its Rules.

Capital.com will only use the DVS where you have confirmed that you are authorised to provide your identity documents and have expressly consented to Capital.com collecting, using and disclosing your identification information to verify your identity through the DVS.

3. How Capital.com accesses the DVS

Use of the DVS involves third-party systems and services. Capital.com accesses the DVS through third-party identity verification service providers. These include gateway service providers that connect to the DVS, and providers that help Capital.com collect and check identity documents.

The result of a DVS check is recorded on your client file. Authorised personnel of Capital.com's related group companies, including personnel located outside Australia, may access your client file on a need-to-know basis, and only where required to perform compliance, onboarding and anti-money laundering functions on Capital.com's behalf. For more information, see the Capital.com Privacy Policy.

4. Capital.com's legal obligations

Capital.com must comply with all applicable laws in connection with the collection of your identification information and its use of the DVS, including the *Privacy Act 1988* (Cth) and the *Identity Verification Services Act 2023* (Cth).

5. What happens if you do not consent

If you choose not to consent to DVS verification, Capital.com may be unable to complete the identity verification it is required by law to carry out. This may affect Capital.com's ability to provide its services to you, including opening or maintaining your account.

6. Your rights

You have the right to access your personal information, to ask for any inaccurate information to be corrected, and to withdraw your consent. Withdrawing your consent may affect Capital.com's ability to provide its services to you.

7. Making a complaint

If you have concerns about Capital.com's use of the DVS or the way your identification information is handled, you can contact Capital.com's Privacy Officer at complaints.au@capital.com or on +61 3 8658 0539. Please include "DVS-Related Complaint" in the subject line.

Capital.com will acknowledge your complaint within its standard timeframes. If you are not satisfied with Capital.com's response, you can contact the DVS Manager at DVS.Manager@ag.gov.au.

You can ask Capital.com for information about its DVS complaint resolution process at any time.

8. More information about the DVS

For more information about how the DVS operates and is managed, visit:

- idmatch.gov.au
- idmatch.gov.au/resources/privacy-statement-identity-verification-services

9. Definitions

In this notice, 'identification information' has the meaning given in the *Identity Verification Services Act 2023* (Cth).