



29 March 2017

In reply please quote:

FOI Request FA 17/02/00156
File Number ADF2017/18276

Mr Rodney MALONE

Sent via email: foi+request-2996-8d8e6da1@righttoknow.org.au

Freedom of Information request

Dear Mr Malone,

This letter refers to an access request received under the *Freedom of Information Act 1982* (the Act) on 30 December 2016. You requested access to the following information:

[1] A document that indicates the retention period of online metadata of users visiting the Department's website, including employers, organisations and visa holders using the VEVO website. This includes the IP address as well as device information and mac addresses of the device used to access DIBP services such as downloading forms from your website, usage of VEVO services as well as any applications made using the IMMIaccount.

[2] A document that indicates the retention period in relation to the above data held on active as well as backup systems and if the information is archived.

[3] A document that indicates the retention periods of forms as well as logs/any other evidence relating to the fact the individual/organization has made a freedom of information request in the past.

This letter is to provide you with the decision which is at Attachment A – Decision Record.

FOI Legislation

A copy of the FOI Act is available for your reference from:
www.legislation.gov.au/Browse/ByTitle/Acts/InForce/0/0/Principal

Review rights

Internal review

If you disagree with the decision, you have the right to apply for an internal review of the decision. If you wish to make a request for internal review this must be sent within 30 days of being notified of the decision. Where possible please attach reasons why you believe review of the decision is necessary. The internal review will be carried out by an officer other than the original decision-maker and the Department must make a review decision within 30 days.

Applications for review should be sent to:

Freedom of Information
Department of Immigration and Border Protection
PO Box 25
BELCONNEN ACT 2617

Or by email to: foi.reviews@border.gov.au

Review by the Office of the Australian Information Commissioner

You may apply directly to the Australian Information Commissioner for a review of the decision. You must apply in writing within 60 days of this notice. For further information about review rights under the FOI Act please see FOI fact sheet 12 'Freedom of information – Your review rights', available online at www.oaic.gov.au

How to make a complaint about the handling of your FOI request

You may complain to the Australian Information Commissioner if you have concerns about how the department has handled your request under the FOI Act. Information about how to submit a complaint is also available at www.oaic.gov.au .

Contacting the FOI section

If you wish to discuss this matter, I can be contacted using the details provided below.

Yours sincerely

(signed electronically)

Helen Simons
FOI Officer
Freedom of Information, Privacy & Records Management Branch
Department of Immigration and Border Protection
Email: foi@border.gov.au

Attachment(s)

- ✓ Attachment A – Decision Record



Attachment A

DECISION RECORD

Request Details

FOI Request FA 17/02/00156
File Number ADF2017/18276

Original scope of request

1. On 31 January 2017 you requested:

A document that indicates the retention period of online metadata of users visiting the Department's website, including employers, organisations and visa holders using the VEVO website. This includes the IP address as well as device information and mac addresses of the device used to access DIBP services such as downloading forms from your website, usage of VEVO services as well as any applications made using the IMMIaccount.

A document that indicates the retention period in relation to the above data held on active as well as backup systems and if the information is archived.

A document that indicates the retention periods of forms as well as logs/any other evidence relating to the fact the individual/organization has made a freedom of information request in the past.'

Documents in scope

2. The relevant business area in the Department has advised that the Department does not hold this information in any documents or systems.

Authority to make decision

3. I am an officer authorised under section 23 of the FOI Act to make decisions in respect of requests to access documents or to amend or annotate Departmental records.

Information considered

4. In reaching my decision, I have considered the following:
 - The *Freedom of Information Act 1982*;
 - Consultations with relevant business areas; and
 - The Australian Information Commissioner's guidelines relating to access to documents held by government.

Decision

5. The Department has undertaken searches to identify any documents that would be relevant. After consulting with the relevant business area I am satisfied that no documents (electronic or hard copy) are in possession of the Department that fall within the scope of your request. Therefore, as no document exists, access to your request is refused under s.24A(1) of the FOI Act.
6. However, as per the excerpt below taken from the Department's website (<http://www.border.gov.au/website/web-privacy-statement>), the Department records the IP or server address, as well as information pertaining to the users' operating system and web browser. This information is recorded for statistical purposes only. The excerpt is as follows:

A record of each visit to our site is logged. Information is recorded for statistical purposes and is used by us to monitor the use of the site, discover what information is most and least accessed and to make the site more useful.

The information we log when you access our website includes:

- *your IP or server address*
- *the date and time of your visit to the site*
- *the pages or files accessed by you*
- *your operating system*
- *your web browser version and type*
- *the time taken to transmit the information to you*
- *the previous internet address from which you were referred to our website.*

The information we collect is analysed to show broken links on our website, bottlenecks, and other site problems. We use this information to maintain the site for efficient use.

We might also collect information about the IT device you use. This information could be used to identify you to assist us to carry out our functions and activities.

The platform used to record most of this information is Google Analytics, which has a retention period of three years. Note, it is against Google Analytics' policy to record the IP or MAC addresses, however it does record the other information included in the list. The Department only commenced the collection of data from 1 July 2015 (i.e. when www.border.gov.au was launched).

(signed electronically)

Helen Simons
Authorised decision maker
Department of Immigration and Border Protection
Email: foi@border.gov.au

29 March 2017