

Privacy Notice for the myGov App

This Privacy notice applies to your use of the App.

How we'll manage your personal information

We, Services Australia, manage myGov on behalf of the Australian Government.

It's your decision to:

- download and use the App
- provide myGov or a linked service with information when using the App.

The App may store information you provide or that is provided to you on your device.

It's your responsibility to protect information on your device from loss or misuse.

To use the App, you must agree to the App terms of use and the [myGov terms of use](#).

The [myGov privacy notice](#) also applies to the App.

What personal information we'll collect

Each time you use the App, myGov will collect the following types of information:

- your mobile device details
- personal and sensitive information created by myGov relating to your use of the App
- the individual identity number assigned to a government issued certificate, and displayed on that certificate.

The information we collect will depend on your interactions with the myGov app.

The [myGov privacy notice](#) lists the types of information we collect.

This information will be handled in accordance with the [Services Australia privacy policy](#).

Why we collect information

We collect and use your personal information:

- to operate myGov, including to provide access to your myGov Inbox and the myGov wallet
- for fraud management and compliance activities.

Who we'll share your personal information with

We share information you provide to myGov with other parties where you have agreed, or where the law allows or requires it. This includes to:

- your linked services
- the Digital ID exchange, to verify your identity.

Each linked service and the Digital ID exchange have their own privacy notice, which applies to their handling of your personal information.

Information shared with your linked services

When completing a task on the App, for example when requesting a vaccination certificate, the App communicates directly with the relevant service. myGov does not collect information shared by you with the linked service.

When you add a certificate to your myGov wallet, myGov will collect the individual identity number assigned to the government issued certificate. myGov does not keep a copy of, or have access to, items you add to your myGov wallet.

Concession cards - Using QR codes

The myGov app allows you to generate a QR code version of your concession card. This allows a third party to check whether the card is valid using the myGov QR reader on the App if access to the device camera has been enabled.

The myGov QR reader will allow the third party to confirm with Services Australia whether your card is valid without collecting your card information.

Using your camera to add items to your myGov wallet

If you request to add an International COVID-19 Vaccination Certificate to your wallet, you will be required to enter the details of your passport. The App will provide you with the option of enabling access to your mobile device's camera to scan a physical copy of your passport.

If you enable camera access and use the scanning function, we will not collect the information listed on your passport. Your information will be held locally on your device. Your details will not be stored by myGov. No image will be stored to your device's camera roll.

The App uses camera functionality for optical character recognition (OCR) purposes only in relation to the capture of passport details. When using the camera function, the scan will only recognise your passport details and will not capture any additional information.

COVID-19 certificates

When you add a COVID-19 Vaccination Certificate to your myGov wallet, myGov will collect the individual identity number assigned to the government-issued certificate. We need to collect this number to enable access to and offline storage of the COVID-19 Vaccination Certificates in your myGov wallet.

myGov does not keep a copy of, or have access to, the COVID-19 Vaccination Certificates you add to your myGov wallet. If you delete the App from your device, any certificates added to your wallet will also be deleted.

Services Australia's [International COVID-19 Vaccination Certificate](#) privacy notice provides further detail in relation to how we collect, use and disclose your personal information for the International COVID-19 Vaccination Certificate.

Data storage and security

Data will remain on your device until the App, or your user account on the App, is deleted.

If you delete the myGov app from your device, all items or identification details stored on your device, will be deleted. The items or details, include:

- any certificates or cards added to your wallet
- any personal details saved for re-use in the wallet.

It's your responsibility to secure your personal information. For more information, see [Security](#).

For more information regarding data retention and storage, see [Services Australia's privacy policy](#) under the heading "How we store personal information".

Data analytics

Each time you use the App, myGov will collect analytics information using Adobe Customer Journey Analytics. This includes a unique identifier called an Adobe Experience Cloud ID. This unique identifier will not identify you - it will only identify an app session. Information attached to the identifier includes the user's:

- country and state location
- interactions with the App, such as: the screens they navigate to, the services they use and how they use them, if they've been able to complete a process, and the types of credentials stored in their myGov wallet.

We use this information to gain insights into the use of myGov features and services and to make improvements. This information will not identify you.

The [myGov privacy notice](#) provides additional information about how we use this information: see section titled "Information collected by Services Australia using the Adobe Experience Platform".

The App does not use Google Analytics 360 as described in the myGov privacy notice. Any reference to Google Analytics 360 in the myGov privacy notice is excluded from this privacy notice.

Further information

You can view and update most of your details online through your myGov account. If you have difficulty updating your details, you can [contact us](#).

You can request we correct information about you or complain about a privacy breach in accordance with [Services Australia's privacy policy](#).

This app has been developed and published by Services Australia.

► Detailed Business User Stories Specifications (DBUSS)

Project name: Further Advancing myGov

Feature: s47E(d) - Source the Authored content for Terms
of Use in Authentication pages

Version: 1.3

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1. Document history

Version	Date	Created by	Comments <i>Description of changes</i>
0.1	16/10/2025	s22	First Draft
0.2	4/11/2025	s22	Review
0.3	5/01/2026	s22	Updated based on feedback
0.4	02/02/2026	s22	Updated to support solution changes
0.5	05/02/2026	s22	Updated terminology of new solution & supporting documentation
0.6	10/02/2026	s22	Updated user stories and dates
1.0	12/02/2026	s22	Final
1.1	02/03/2026	s22	Updated to reflect completed March release
1.2	13/03/2026	s22	Updated based on feedback from ICT team
1.3	27/03/2026	s22	Updated user stories

2. Requirements context

2.1 Introduction

This feature enables myGov to source and present the Terms of Use (ToU) directly to user from the myGov Content Management System, rather than relying on duplicated versions maintained in s47E(d) and s47E(d).

At present the myGov Terms of Use are published in a number of locations for several functions:

- as a content page available via the myGov website footer.
- stored in s47E(d) and is used during myGov account creation and at Sign in when users are required to accept updated Terms of Use following a change.
- Stored in myGov app with content specific to app use and presented at registration.

The duplication of the ToU in the myGov App which operates separately and inconsistently with the platform ToU. These duplications and inconsistent applications across channels creates operational inefficiencies, introduces unnecessary technical dependency, has created non synchronised Terms of Use pages and a poor user experience in some channels following a ToU update.

Updating the Terms of Use within s22 requires manual back-end changes and a system release, even when the underlying content changes are non-functional in nature. This process increases delivery effort, release risk and time to publish critical legal and policy updates.

This feature proposes a single-source approach whereby the authentication flows retrieve and publish Terms of Use content irrespective of channel (in the portal or the app). By doing so, updates to the Terms of Use can be made through standard independent content authoring processes without triggering additional technical changes or new feature development there by improving, agility, consistency across the platform and channels. In addition, there will be a simplification of the version numbering rather than multiple versions, providing greater efficiencies and creating less customer confusion.

This feature will be delivered in two phases:

1. Design and develop an authorable technical framework using s47E(d) and microservice patterns
2. Uplift the User Interface into s47E(d) , s47E(d) and myGov app technologies and Integrate with the new authorable Terms of Use framework

Feature(s) scope

2.6.1 In-scope

March 2026 release:

- Technical framework that allows Terms of Use to be authored in s47E(d) and published in both portal and the app. APIs/Microservices to sync Terms of Use version metadata via s47E(d) author tool when content is created and published

April 2026 release:

- Sourcing the Authored Terms of Use/Updated Terms of Use at:
 - Create account (Email or DI)
 - All sign ins (portal and app) where the user has not accepted the most recent version of the Terms of use.
- Updates to the myGov app to handle new Terms of Use source

- Consolidation/merger of multiple Terms of Use documents & pages
- Removal of all other versions of ToU
- Record ToU acceptance in ^{s47E(d)} including timestamp and which version was accepted
- Align ^{s47E(d)} and ^{s47E(d)} to display the same version number & date
- Block re-replication or deletion of already synced Terms of Use content in ^{s47E(d)}

2.6.2 Out-of-scope

- Changes to the Privacy and Security pages
- Full re-write of the Terms of Use (possible minor updates may be required)
- Behaviour of the 'Tick' box in relation to opening the ToU

2.2 Important dates

Expected Date	Description
17/02/2026	DRF lockdown (March release)
25/02/2026	Testing sign-off and code freeze (March release)
06/03/2026	Release (March release)
27/03/2026	DRF lockdown (April)
02/04/2026	Testing sign-off and code freeze (April)
10/04/2026	Release (April)

3. Requirements

3.1 User stories

User Story ID	User stories	Acceptance Criteria	Endorsed
	Need Statement: To provide streamlined ToU process that allows version updates and correct triggering of acceptance through an authorable framework		

User Story ID	User stories	Acceptance Criteria				Endorsed
US7	As a myGov user I want to be provided with the most up to date terms of use So that I am aware of my obligations when using myGov	AC 7-1	Given an updated ToU has been published in s47E(d)	When a new version of ToU is stored and made active in s47E(d)	Then then all channels (portal, the App and web) display the same updated ToU	s22
		AC 7-2	Given an active ToU version exists in s22 and s47E(d)	When ToU are presented to a user	Then the displayed content includes the TOU version in the format s47E(d)	s22
		AC 7-3	Given a myGov user is presented with an updated ToU	When the user accepts the ToU	Then the accepted TOU version is recorded and stored in s47E(d) against the users account	s22

User Story ID	User stories	Acceptance Criteria				Endorsed
US-8	As a new myGov user I want to review the most current version of ToU during account creation So that I can make an informed decision to accept or reject before creating an account	AC 8-1	Given a user has commenced the myGov account creation process using email	When the user is presented with the ToU page	Then the user is presented with the most current version of the ToU	s22
		AC 8-2	Given a user has commenced the myGov account creation process using DI	When the user is presented with the ToU page	Then the user is presented with the most current version of the ToU	s22
		AC 8-3	Given a user is on the ToU acceptance page during account creation	When and the user selects the “Terms of Use” link	Then the ToU content opens in a new window	s22

User Story ID	User stories	Acceptance Criteria				Endorsed
		AC 8-4	Given the user has select the ToU link	When the ToU content is opened in a new window	Then it opens https://my.gov.au/en/about/terms with the table of contents and updated content	s22
		AC 8-5	Given the user is creating a new account	When the user is on the ToU acceptance page	Then they will be presented with consent boxes to accept or reject the ToU and Privacy policy to select and progress	s22
		AC 8-6	Given the user is on the ToU acceptance page	When they attempt to navigate to the next page without selecting the consent boxes	Then they will be presented with error messaging and won't be able to progress to the next page	s22

User Story ID	User stories	Acceptance Criteria				Endorsed
		AC 8-7	Given the user is on the ToU acceptance page	When they select the consent boxes and select Next	Then the user is able to navigate to the next page in the flow	
		AC 8-8	Given the user has accepted the ToU in the Account Creation flow	When the record is created	Then the ToU acceptance and version will be written to the users account in ^{s47E(d)}	s22
US-9	As an existing myGov user I want to review the most current version of the ToU So that I can make an informed decision to accept or reject before proceeding	AC 9-1	Given updates are made to the ToU	When the user signs in via the myGov portal	Then the user is presented with the most current version of the ToU	s22

User Story ID	User stories	Acceptance Criteria				Endorsed
		AC 9-2	Given a user is on the ToU acceptance page	When and the user selects the “Terms of Use” link	Then the updated ToU content is displayed to the user with a back link	s22
		AC 9-3	Given the user selects the “Terms of Use” link	When the ToU content is presented	Then it opens https://my.gov.au/en/about/terms with the table of contents and updated content	s22
		AC 9-4	Given the user is signing in	When the user is on the ToU acceptance page	Then they will be presented with a consent box to accept or reject the ToU to select and progress	s22

User Story ID	User stories	Acceptance Criteria				Endorsed
		AC 9-5	Given the user is on the ToU acceptance page	When they attempt to navigate to the next page without selecting the consent box	Then they will be presented with error messaging and won't be able to progress to the next page	s22
		AC 9-6	Given the user is on the ToU acceptance page	When they select the consent boxes and select Next	Then the user is able to navigate to the next page in the flow	s22
		AC 9-7	Given the user has accepted the ToU	When the user is authenticated	Then the ToU acceptance and version will be written to the users account in s47E(d)	s22

User Story ID	User stories	Acceptance Criteria				Endorsed
US-10	As a user reviewing ToU online I want to be presented with the most current version So that I can make an informed decision to accept or reject before proceeding	AC 10-1	Given a user is on the myGov website	When they view the ToU web page	Then they are presented with the most current version	s22
US-11	As a myGov user I want to be prompted to review and accept the latest ToU at the start of an authenticated session So that I can complete my tasks without being interrupted later in the session	AC 11-1	Given a myGov user is in an authentication session	When a new version of the ToU is published during that session	Then the user is not interrupted and will only be presented with the updated ToU at the start of their next authenticated session	s22
US-12 (app)	As a myGov app user who is registering the app for the first time I want to be prompted to review and accept the latest terms before I can successfully authenticate into the app SO That I can make an informed decision to either agree or reject before registration is complete	myGov app	Given I am registering the myGov app for the first time	When the user has successfully signed in using their myGov account details	Then the updated terms of use shall prompt, and the user must agree to the updated terms of use to complete registration	s22

User Story ID	User stories	Acceptance Criteria				Endorsed
US-13 (app)	As an existing myGov app user I want to know when an update has been made to the myGov app terms of use SO that I can make an informed decision as to whether I accept and agree to the new changes or reject	myGov app	Given I am a previous registered myGov app user, and I have successfully signed in with either my PIN or Biometric	When a new version of the terms of use has been published prior to verifying my identity (PIN/Biometric)	Then the user will be prompted with the updated terms of use and must agree to the terms to continue using the myGov app	s22

3.2 Solution / Technical user stories

s47E(d)

3. Terms, acronyms, and related artefacts

3.1 Terms and acronyms

Term/Acronym	Definition
ICT SRO	ICT Senior Responsible Officer and the title 'ICT lead' are interchangeable terms within the agency.
ToU	Terms of use
DMC	Data Management Checkpoint assessment
s47E(d)	s47E(d)
API	Application Programming Interface
DI	Digital ID
s47E(d)	s47E(d)
DRF	Design to Run Framework

3.2 Related artefacts

Artefact	File name and location	Date
Project Request Documentation	s47E(d)	27/10/25
Costing Request Documentation	s47E(d)	
Privacy Threshold Assessment or Privacy Impact Assessment	s47E(d)	13/02/2026
Project Management Plan	s47E(d)	
High Level Business Needs	s47E(d)	
Other (please specify)	s47E(d)	17/02/2026

4. Document governance

There are two steps to signing off the DBUSS:

SENIOR RESPONSIBLE OFFICER (SRO) SIGN-OFF

All final DBUSS documents, that is, version 1.0 and any subsequent final versions, will include endorsement by the relevant business National Manager (or above). Refer to [RMF document approvals](#) for additional information.

LEGAL SIGN-OFF DETERMINATION

Secretary or delegate approval is required in some circumstances, where a computer program may be used to make decisions under social security, family assistance or child support legislation. If computer programs that make decisions are to be implemented as part of a document that does not relate to social security, family assistance or child support legislation (i.e. relates to Medicare/Pharmaceutical Benefits Scheme), then advice should be sought from the Legal Services Division.

4.1 Legal sign-off determination

The response sections in the table below – Exercise of Delegation must be completed to ensure that an assessment has been made in relation to the impact on the relevant legislation.

Section 6A of the *Social Security (Administration) Act 1999* provides:

- (1) The Secretary may arrange for the use, under the Secretary's control, of computer programs for any purposes for which the Secretary may make decisions under the social security law.
- (2) A decision made by the operation of a computer program under an arrangement made under subsection (1) is taken to be a decision made by the Secretary.

Note: the Secretary's power has been delegated to the Chief Executive Centrelink.

Section 223 of the *A New Tax System (Family Assistance) (Administration) Act 1999* provides:

- (1) The Secretary may arrange for the use, under the Secretary's control, of computer programs for any purposes for which the Secretary may make decisions under the family assistance law.
- (2) A decision made by the operation of a computer program under an arrangement made under subsection (1) is taken to be a decision made by the Secretary.

Note: the Secretary's power has been delegated to the Chief Executive Centrelink.

Section 12A of the *Child Support (Assessment) Act 1989* provides:

- (1) The Chief Executive Officer of Services Australia may arrange for the use, under the Registrar's control, of computer programs for any purposes for which the Registrar may make decisions under this Act.
- (2) A decision made by the operation of a computer program under an arrangement made under subsection (1) is taken to be a decision made by the Registrar.

Section 4A of the *Child Support (Registration and Collection) Act 1988* provides:

- (1) The Chief Executive Officer of Services Australia may arrange for the use, under the Registrar's control, of computer programs for any purposes for which the Registrar may make decisions under this Act.
- (2) A decision made by the operation of a computer program under an arrangement made under subsection (1) is taken to be a decision made by the Registrar.

This DBUSS requires that an appropriate delegate of the Chief Executive Centrelink or the Child Support Registrar approve arrangements to use computer programs which may make a decision under the social security, family assistance or child support legislation.

Exercise of Delegation	Response	
Section 6A of the <i>Social Security (Administration) Act 1999</i> (as described in Section 5.1 of this document.) has been determined as impacted and, as such, requiring sign-off	Yes ☐	No ☒
Section 223 of the <i>A New Tax System (Family Assistance) (Administration) Act 1999</i> (as described in Section 5.1 of this document) has been determined as impacted and, as such, requiring sign-off	Yes ☐	No ☒
Section 12A of the <i>Child Support (Assessment) Act 1989</i> (as described in Section 5.1 of this document) has been determined as impacted and, as such, requiring sign-off	Yes ☐	No ☒
Section 4A of the <i>Child Support (Registration and Collection) Act 1988</i> (as described in Section 5.1 of this document) has been determined as impacted and, as such, requiring sign-off	Yes ☐	No ☒

If any of the boxes under the response column in the table above is marked 'Yes', an officer with the appropriate delegation (usually at SES level) is required to sign the document, as detailed in section 5. This is done by the officer in the National Manager (or above) Sign-Off section, as a delegate of the Chief Executive Centrelink or Child Support Registrar.

Enquires should be made to confirm that the relevant officer holds the appropriate delegation by sending an email to [s47E\(d\) @servicesaustralia.gov.au](mailto:s47E(d)@servicesaustralia.gov.au).

Please see following link for current delegation instruments: [Program Delegations](#).

4.2 Senior responsible officer (SRO) sign-off

For Endorsement Evidence, an email of approval from the SRO may be provided to the RMO as evidence.

Position	Name and Organisation	Endorsement Evidence	Date
Business SRO [Mandatory]	s22	 RE_For ENDORSEMENT_ DB	27/02/2026
ICT SRO [mandatory]	s22	 RE_For ENDORSEMENT_ DB	27/02/2026

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