



Client confidentiality

Registered migration agents (RMAs) must comply with the applicable provisions of the Code of Conduct for registered migration agents (the Code), where these apply, when storing and transmitting client information.

It is not necessarily a breach of the Code for an RMA to store personal information about their clients electronically or otherwise, where that information is offsite or indeed is offshore.

An RMA's compliance with their obligations under applicable laws is potentially at risk where the transmittal and storage of client information is not accompanied by adequate safeguards.

Registered migration agents should take reasonable practical steps to adequately safeguard their client's personal information.

Email security

Today, emails form much of the communications an organisation has internally and with business partners and customers. These electronic records may contain information relating to visa applications, conversations with clients and information provided to the Department of Home Affairs.

It is vital that these records are transmitted securely. Agents should:

1. ensure wireless connections are secure
2. use reliable software to prevent viruses
3. be wary of opening attachments
4. ensure emails are backed up regularly
5. consider encryption for highly sensitive information
6. ensure emails are sent to the correct recipient.

See practice guide 'Tips on email security'.

Storage of client information

Electronic storage of client documents encompasses the security of storage of electronic documents in a variety of media and in a range of locations – for example, the computer's hard drive, the server, on a tablet, smartphone or on a portable memory device such as an SD card or USB stick.

1. Carefully manage portable storage devices
2. Make sure laptops are protected and secure
3. Ensure hard copies of confidential information is kept secure
4. Beware having client data hosted by a third party.

See practice guide 'Tips on storage of client information'.