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AUSTRAC transaction report information 17 June 2021 to 30 June 2027 data-matching program protocol

AUSTRAC transaction report 17 June 2021 to 30 June 2027 data-matching program protocol.

Last updated 22 December 2022

AUSTRAC data



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AUSTRAC data

Find out about the purpose and objectives of this program.

Last updated 22 December 2022

Under the program, the ATO obtains bulk data consisting of information reported to AUSTRAC for:

- international funds transfer instructions
- threshold reports (excluding gambling)
- threshold reports (including gambling)
- solicitor transactions reports
- suspicious matters

- cross-border movement of monetary instruments (including physical cash and bearer negotiable instruments).

This program compliments the existing cooperative framework that allows AUSTRAC and the ATO to perform their respective legal functions efficiently and effectively. The joint framework commenced in 2005 under the *Financial Transactions Reports Act 1988* and now continues under the [Anti-Money Laundering and Counter-Terrorism Financing Act 2006](#) [↗](#) (AML/CTF Act). The operation of the framework is agreed in the joint Memorandum of understanding between the two agencies.

Due to recent [Anti-Money Laundering and Counter-Terrorism Financing and Other Legislation Amendment Act 2020](#) [↗](#) (effective 17 June 2021) changes to the AML/CTF Act, this data-matching program is to complement the established joint framework.

Since 2005, the AUSTRAC transaction report information (AUSTRAC data) has been disclosed to the ATO on a regular basis, and this continues under the original joint framework . This protocol outlines our use of AUSTRAC data from 17 June 2021 to 30 June 2027.

AUSTRAC data is an important source of financial intelligence for the ATO.

The ATO uses AUSTRAC data for the administration and enforcement of tax and superannuation laws to:

- ensure entities, including individuals are meeting their tax and super obligations
- detect potential high-risk transactions, including money movements in and out of Australia
- identify and quantify compliance risks and suspected fraud to develop compliance strategies support the selection of compliance cases for further investigation
- joint investigation and/or prosecution of serious criminal activity including tax evasion, money laundering or serious and organised crime.

This data-matching program follows the Office of the Australian Information Commissioner (OAIC) *Guidelines on data matching in Australian Government administration* (2014).

The guidelines assist Australian Government agencies to use data matching as an administrative tool in a way that:

- complies with the Australian Privacy Principles (APPs) and the *Privacy Act 1988* (Privacy Act)
- is consistent with good privacy practice.

The ATO has a responsibility to protect public revenue and to maintain community confidence in the integrity of the tax system. Our data-matching programs assist us to fulfil this responsibility.

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Why we look at AUSTRAC data

Learn why we look at AUSTRAC data-matching protocols and the costs and benefits of data matching.

Last updated 22 December 2022

AUSTRAC data is used widely in tax administration. It allows us to identify compliance risks including assessing registration, reporting, lodgment and payment obligations.

The data will be used to:

- detect omitted income, such as
 - foreign income not reported in lodgments
 - unexplained financial transactions not reported in lodgments
- detect tax evasion or fraud risks, such as
 - arrangements designed to conceal assets and income, in order to avoid paying tax
 - fraudulent access to government support such as the ATO-administered measures of the Commonwealth Coronavirus Economic Response Package and government grants
- support analytical models to detect high risk activity and cases for potential administrative action.

We use AUSTRAC data to help identify more serious tax crime of high risk to the community and Australian revenue, including:

- international tax crime
- phoenix operations
- identity crime
- promoters of tax evasion schemes
- organised crime
- tax avoidance activity
- shadow economy activity
- refund fraud.

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Program objectives

Learn about the program objectives.

Last updated 22 December 2022

The objectives of this data-matching program are to:

- promote voluntary compliance by communicating how we use external data with our own, to help encourage taxpayers to comply with their tax and super obligations
- assist in building intelligence about individuals and businesses including broader tax risk trends and strategic analysis
- gain insights to shape future treatment strategies, which may include educational or compliance activities as appropriate
- help individuals and businesses to fulfil their tax and super registration, lodgment, reporting and payment obligations
- identify opportunities to improve system integrity and mitigate tax revenue risk
- provide insights to support our undertakings with joint regulatory agencies and law enforcement to identify and address the most

serious and complex forms of financial crime

- enable detection, investigation and/or prosecution of serious financial crime activity including tax evasion, terrorism financing, money laundering or serious and organised crime.

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How we use the data

About AUSTRAC data and what we do with the data we collect under the program.

Last updated 22 December 2022

About this data

The data collected under this program will enable us to undertake a range of activities to support correct reporting of income.

The data will be used to:

- compare to our records and other data holdings, as part of the methodologies by which we select taxpayers for compliance activities
- provide insights through models and analysis that support our regulatory approach, to reduce the impact of financial crime
- design ways to make it easier for our clients to interact with the system and get their affairs right.

We don't use AUSTRAC data to initiate automated action or compliance activities.

AUSTRAC data identifies discrepancies that may require closer examination. For example, AUSTRAC data showing regular large amounts of currency being transferred if a taxpayer reports negligible income.

Our previous related programs

AUSTRAC data is a regularly used source of financial intelligence that supports our administration and enforcement of tax and super laws.

In the last five financial years, 2016–17 to 2020–21, the ATO has used AUSTRAC data to raise liabilities of over \$637 million from 12,881 cases.

Data providers

We are the matching agency and, in most cases the sole user of the data obtained during this data-matching program.

Data will be obtained from AUSTRAC.

Our formal information gathering powers

Where appropriate to ensure statutory requirements are met, the data may be obtained under our formal information gathering powers contained in section 353-10 of Schedule 1 to the *Taxation Administration Act 1953*.

This is a coercive power that obligates the data providers to provide the information requested.

We will use the data for tax and super compliance purposes.

AUSTRAC disclosure

The disclosure of this AUSTRAC data is certified under section 125 of the AML/CTF Act

Privacy Act

Data will only be used within the limits prescribed by Australian Privacy Principle 6 (APP6) contained in Schedule 1 of the Privacy Act, in particular:

- APP6.2(b) – the use of the information is required or authorised by an Australian law
- APP6.2(e) – the ATO reasonably believes that the use of the information is reasonably necessary for our enforcement-related activities.

Keeping data safe

The data-matching program will be conducted on our secure systems that comply with the requirements of:

- the [Australian Government Information Security Manual](#)  produced by the Australian Cyber Security Centre, which governs the security of government information and communication technology (ICT) systems
- the [Australian Government Protective Security Policy Framework](#) , which provides guidance on security governance, personnel security, physical security and information security.

All ATO computer systems are strictly controlled according to Australian Government security standards for government ICT systems, with features including:

- system access controls and security groupings
- login identification codes and password protection
- full audit trails of data files and system accesses.

We use the AUSTRAC web service information exchange application programming interface (API) to obtain the data from AUSTRAC.

Data elements collected

AUSTRAC will make available to the ATO, only the most current transaction report information. The data elements reported below relate to the following report types:

- international funds transfer instructions
- threshold reports (excluding gambling)
- threshold reports (including gambling)
- solicitor transactions reports
- suspicious matters
- cross-border movement of monetary instruments (including physical cash and bearer negotiable instruments).

The below data elements made available to the ATO will depend on what is captured in the reporting process.

Customer Identifiers

- Payee and beneficiary customer identifiers
- Payer and ordering customer identifiers
- Currency owner
- Other parties (organisations represented by agents, unidentified parties, beneficial owner, cheque payer/payee, office holder, account signatory)

Institution details

- Payee and beneficiary institution details
- Payer and ordering institution details
- Other institutions
- Business structure

Reporting entity details

- Report submission dates
- Report method
- Report status
- Report type code
- Other

Activity type

- Primary or related transactions
- Supplementary information

Identifiers

- Australian business number
- Australian company number
- Australian Credit Licence number
- Australian Financial Services Licence
- Australian Registered Body Number

- Names (legal, main, alternative, former, trading, branch, other)
- Addresses (residential, postal, business/residential, country of citizenship, country of incorporation, business, billing, registered office, temporary, unknown, work)
- Phone numbers (international, telephone, mobile, fax)
- Electronic addresses (website, social media)
- Date of birth and country of birth
- Account details (account type, BSB, account number, account title, institution name, branch and country)
- Licence information (drivers, passport, photo ID, membership ID, social security or benefits, student, security, other)
- AUSTRAC remittance details
- Foreign tax number
- Bank identification code

Account type

- Betting
- Bullion
- Cheque savings
- Credit, custodial
- e-currency
- Foreign currency
- First home saver
- Lease/hire purchase
- Loan or mortgage
- Investment
- Insurance policy
- Remittance
- Pension or annuity

- Retirement savings
- Trading
- Stored value card
- Cash management
- Other

Transaction details

- Type
- Dates
- Direction
- Total amount
- Cash amount
- Currency code
- Country code
- Instrument detail
- Designated service (service that supports the transaction)

Instrument details

- Instrument type
- Instrument amount
- Currency code
- Digital currency amount
- Digital currency code
- Digital currency backing asset type
- Digital currency description
- Digital currency amount
- Other

Cross-border movement

- Arrive or depart
- Port name, city, country
- Carry, send/receive physical cash or bearer negotiable instrument(s)
- Flight number or ship name
- Flags (signature provided, verified ID, currency verified, voluntary declaration or caveat to be printed)
- Officer badge number
- Verification date
- Infringement notice number

Offence type

- Money laundering
- Financing of terrorism
- Offence against commonwealth, state or territory
- Proceeds of crime
- Tax evasion
- Person or agent is not who they claim to be

Party type

- Individual
- Non-individual

Number of records

Approximately nine million individuals are expected to be affected by this data collection each financial year.

Data quality

We anticipate that the data quality will continue to be of a high standard. AUSTRAC data is of a high quality and regularly relied on for administration of the tax system.

The data is sourced from providers' systems and may not be available in a format that can be readily processed by our systems.

We apply extra levels of scrutiny and analytics to verify the quality of the data. This includes but is not limited to:

- meeting with data providers to understand their data holdings, including their data use, data currency, formats, compatibility and natural systems
- sampling data to ensure it is fit for purpose before fully engaging providers on task
- verification practices at receipt of data to check against confirming documentation; we then use algorithms and other analytical methods to refine the data.

Data is transformed into a standardised format and validated to ensure that it contains the required data elements prior to loading to our computer systems.

We conduct program evaluations to measure effectiveness before determining whether to continue to collect future years of the data or to discontinue the program.

To assure data is fit for consumption and maintains integrity throughout the data-matching program, it is assessed against the 11 elements of the ATO data-quality framework:

1. accuracy – the degree to which the data correctly represents the actual value
2. completeness – if all expected data in a data set is present
3. consistency – whether data values in a data set are consistent with values elsewhere within the data set or in another data set
4. currency – how recent the time period is that the data set covers
5. precision – the level of detail of a data element
6. privacy – access control and usage monitoring
7. reasonableness – reasonable data is within the bounds of common sense or specific operational context
8. referential integrity – when all intended references within a data set or with other data sets, are valid

9. timeliness – how quickly the data is available for use from the time of collection
10. uniqueness – if duplicated files or records are in the data set
11. validity – data values are presented in the correct format and fall within a predefined set of values.

Data retention

The AUSTRAC data collected for this program is for the period 17 June 2021 to 30 June 2027.

AUSTRAC data is collected daily and is made available for use in the ATO's enterprise data environment.

We will keep each financial year of data for five years unless necessary for another lawful purpose. The retention period for each financial year of data collected will commence when we receive the final instalment of verified data files from AUSTRAC, or from the relevant financial year the data is made available whichever is the later.

We destroy data that has met its legal retention period and is no longer required. This is in accordance with the *Archives Act 1983* and the records authorities issued by the National Archives of Australia, both general and ATO-specific.

The data is required to be kept for five years to protect public revenue as:

- it enables us to undertake verification activities retrospectively
- the data enhances our ability to identify taxpayers who may not be complying with their tax and super obligations, which is integral to the protecting the integrity of the tax and super systems
- supports our general compliance approach of reviewing an assessment within the applicable claiming period, which also aligns with the requirements for taxpayers to keep their records.
- destruction of the data would inhibit our ability to identify taxpayers who may be subject to administrative action and therefore result in loss of public revenue.

While increased data-retention periods may increase the risk to privacy, we have a range of safeguards to appropriately manage and

minimise this. ATO systems and controls are designed to ensure the privacy and security of the data we manage.

See also

- [Our lawful role](#)
- [How we undertake data matching](#)
- [Why we undertake data matching](#)

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Public notification of the program

Find out how we notify the public about this program.

Last updated 22 December 2022

We will notify the public of our continuing collection of the AUSTRAC data for 17 June 2021 to 30 June 2027 by:

- publishing a notice in the Federal Register of Legislation gazettes on 13 October 2021
- publishing this data-matching program protocol on our website at ato.gov.au/dmprotocols
- advising the data providers that they can notify their clients of their participation in this program
- [AUSTRAC privacy policy](#) [↗](#) on their website includes that personal information is disclosed to ATO for data-matching purposes.

Gazette notice content

The following information about the data-matching program appears as a gazette notice in the Federal Register of Legislation.

Gazette notice: Commissioner of Taxation – Notice of the AUSTRAC transaction report information data-matching program 13 October 2021

The Australian Taxation Office (ATO) will acquire AUSTRAC transaction report information data from AUSTRAC for the period of 17 June 2021 through to 30 June 2027.

The data items include information reported to AUSTRAC for:

- international funds transfer instructions
- threshold reports (excluding gambling)
- threshold reports (including gambling)
- solicitor transactions reports
- suspicious matters
- carry mail and physical cash
- bearer negotiable instruments.

The data elements made available to the ATO will depend on what is captured in the reporting process and they can include:

- Identifying information of customers and institutions facilitating the transactions
 - payee and beneficiary customer identifiers and institution details
 - payer and ordering customer identifiers and institution details
 - currency owner
 - other parties or institutions (organisations represented by agents, unidentified parties, beneficial owner, cheque payer/payee, office holder, account signatory).
- Identifiers
 - Australian business number
 - Australian company number
 - Australian credit licence number
 - Australian Financial Services Licence
 - Australian Registered Body Number

- names (legal, main, alternative, former, trading, branch, other)
- addresses (residential, postal, business/residential, country of citizenship, country of incorporation, business, billing, registered office, temporary, unknown, work)
- phone numbers (international, telephone, mobile, fax)
- electronic addresses (website, social media)
- date of Birth, country of birth
- account details (Account type, BSB, account number, Account title, institution name, branch and country)
- licence information (drivers, passport, photo ID, membership ID, social security/benefits, student, security, other)
- AUSTRAC remittance details
- foreign tax number
- bank identification code.
- Transaction details including transaction type, accounts, instruments, amounts and currency.

We estimate that records relating to approximately nine million individuals will be obtained each financial year.

The data will be acquired and matched to ATO data to support the administration and enforcement of tax and superannuation laws. These obligations may include registration, lodgment, reporting and payment responsibilities.

The objectives of this program are to:

- promote voluntary compliance by communicating how we use external data with our own, to help encourage taxpayers to comply with their tax and super obligations
- assist in building intelligence about individuals and businesses including broader tax risk trends and strategic analysis
- gain insights to shape future treatment strategies, which may include educational or compliance activities as appropriate

- ensure individuals and businesses are fulfilling their tax and super registration, lodgment, reporting and payment obligations
- identify opportunities to improve system integrity and mitigate tax revenue risk
- provide insights to support our undertakings with joint regulatory agencies and law enforcement to identify and address the most serious and complex forms of financial crime.
- enable detection, investigation and/or prosecution of serious financial crime activity including tax evasion, terrorism financing, money laundering or serious and organised crime.

A document describing this program is available at ato.gov.au/dmprotocols.

This program follows the Office of the Australian Information Commissioner's *Guidelines on data matching in Australian Government administration* (2014) (the guidelines). The guidelines include standards for the use of data-matching as an administrative tool in a way that:

- complies with the Australian Privacy Principles (APPs) and the *Privacy Act 1988* (Privacy Act)
- is consistent with good privacy practice.

A full copy of the ATO's privacy policy can be accessed at ato.gov.au/privacy.

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Our lawful role

Find out what our legislated functions are.

Last updated 22 December 2022

The ATO is the Australian Government's principal revenue collection agency. The Commissioner of Taxation has responsibility for ensuring taxpayers meet their tax and superannuation obligations.

Compliance with these obligations is a matter we take seriously. Failure to address non-compliant behaviour has the potential to undermine community confidence in the integrity of the tax and super systems and our capability to administer those systems.

The ATO carries out its legislated functions through general powers of administration contained in but not limited to:

- section 3A of the *Taxation Administration Act 1953*
- section 8 of the *Income Tax Assessment Act 1936*
- section 1-7 of the *Income Tax Assessment Act 1997*
- section 43 of the *Superannuation Guarantee (administration) Act 1992*
- section 356-5 in Schedule 1 of the *Taxation Administration Act 1953*.


Data matching is one of the strategies used to identify and deal with non-compliant behaviour. Data-matching provides assurance that taxpayers are meeting their obligations.

Privacy Act

The *Privacy Act 1988* (Privacy Act) regulates how personal information is handled by certain entities, such as companies and government agencies.

Schedule 1 of the Privacy Act lists the 13 Australian Privacy Principles (APPs). The principles cover the collection, use, disclosure, storage and management of personal information.

Data will only be used within the limits prescribed by the APPs and the Privacy Act.

The [Australian Government Agencies Privacy Code](#)  embeds privacy in all government agency processes and procedures. It ensures that privacy compliance is a priority in the design of our systems, practices and culture.

We comply with the code's requirements, and we are transparent and open about what information we collect, hold and disclose. We train our staff to keep personal information safe, and all our systems and offices are protected and secure.

Our data Stewardship model upholds our data governance practices and embeds six ethical standards that guide how we collect, manage, share and use your data:

1. Act in the public interest, be mindful of the individual
2. Uphold privacy, security and legality
3. Explain clearly and be transparent
4. Engage in purposeful data activities
5. Exercise human supervision
6. Maintain data stewardship

See also

- [Your privacy](#)

How we protect your personal information

Our staff are subject to the strict confidentiality and disclosure provisions contained in Division 355 of Schedule 1 to the *Taxation Administration Act 1953* and include terms of imprisonment in cases of serious contravention of these provisions.

All information and records are managed in accordance with the provisions of the *Archives Act 1983*.

The requirement to retain data is reviewed on an ongoing basis in accordance with the timeframes and requirements of the OAIC guidelines. We destroy data that is no longer required, in accordance with the *Archives Act 1983* and the records authorities issued by the National Archives of Australia, both general and ATO-specific.

Under Section 24 of the Act, records can be disposed of where it is approved by the National Archives; required by another law, or a normal administrative practice that the Archives approves of.

Approval from National Archives is normally provided through records authorities, which are used in the process of sentencing to make

decisions about keeping, destroying or transferring particular information and records.

General or ATO-specific records authorities issued by National Archives apply to our processes of verifying and assuring taxpayer compliance with tax, super and other laws administered by the ATO.

Our record management practices allow us to satisfy the OAIC guidelines and Australian Privacy Principle 11 (APP11) contained in Schedule 1 of the *Privacy Act 1988* and in particular:

- APP11.1 – An APP entity must take reasonable steps to protect information from
 - Misuse, interference and loss
 - Unauthorised access, modification or disclosure.
- APP11.2 – An APP entity must take reasonable steps to destroy or de-identify information it no longer needs.

Our on-disclosure provisions

In very limited and specific circumstances, we may be permitted by law to disclose individual records to other government agencies.

Division 355 of Schedule 1 to the *Taxation Administration Act 1953* sets out the government agencies we can disclose taxpayer information to, and the circumstances in which we are permitted to make those disclosures. These include agencies responsible for:

- state and territory revenue laws
- payments of social welfare and health and safety programs for determining eligibility for certain types of benefits and rebates
- overseeing super funds, corporations and financial market operators to ensure compliance with prudential regulations
- determining entitlement to rehabilitation and compensation payments
- law enforcement activities to assist with specific types of investigations
- domestic and international partners under tax disclosure and tax treaty arrangements

- policy analysis, costing and effectiveness measurement.

Each request for information by other agencies will be assessed on its merits and must be for an admissible purpose allowed for by tax laws. In specific permissible circumstances, on-disclosures may include de-identified datasets for statistical analysis.

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How we undertake data matching

Find out about the systems and processes we use in data-matching activities.

Last updated 22 December 2022

The ATO's identity-matching capability is used to identify individual and or non-individual entities reported to us from multiple external sources. The process uses both mainframe-based and mid-range applications that comply with an ATO-designed software solution (technical standard). The technical standard supports all our data-matching programs and aligns with OAIC guideline 4.7.

We use over 60 sophisticated identity-matching techniques to ensure we identify the correct taxpayer when we obtain data from third parties. These techniques use multiple identifiers to obtain an identity match.

The identity-matching process appends matching information to the original reported transaction to include an ATO identifier number and a three-character outcome code that indicates to the user the level of matching confidence for the transaction. For example, where a name, address and date of birth are available, all items are used in the identity-matching process. Very high confidence matches will occur where all fields are matched.

Additional manual processes may be undertaken where high confidence identity matches do not occur, or a decision is taken to destroy the data that is no longer required.

Our manual identity-matching process involves an ATO officer reviewing and comparing third-party data identity elements against

ATO information on a one-on-one basis, seeking enough common indicators to allow confirmation (or not) of an individual's identity. We commonly call this process manual uplifting.

Data analysts use various models and techniques to detect potential discrepancies, such as under-reported income or over-reported deductions. Higher risk discrepancy matches will be loaded to our case management system and allocated to compliance staff for actioning.

Lower risk discrepancy matches will be further analysed, and a decision made to take some form of compliance or educational activity, or to destroy the data.

To maintain integrity of the administration of the tax and super systems, only those with a direct and genuine 'need to know' can access the technical standards for our identity and discrepancy matching solutions.

Where administrative action is proposed, additional checks will take place to ensure the correct taxpayer has been identified. The taxpayers will be provided with the opportunity to verify the accuracy of the information before any administrative action is taken.

See also

- [How we use data-matching](#)
- [How we use data and analytics](#)

What we do before we amend a return

We use the data to provide tailored messages for individual taxpayers in our online services. This will prompt taxpayers to check they are correctly meeting their reporting obligations.

After a return is lodged, where we detect a discrepancy that requires verification, we will contact the taxpayer usually by phone, letter or email.

Before we take any administrative action, taxpayers will have the opportunity to verify the accuracy of the information we have obtained. Taxpayers will have at least 28 days to respond before we take administrative action.

For example, where discrepancy-matching identifies that a taxpayer may not be reporting all their income, but in fact they're reporting the income under another entity, the taxpayer will be given the opportunity to clarify the situation.

The data may also be used to ensure that taxpayers are complying with their other tax and super obligations, including registration requirements, lodgment obligations and payment responsibilities.

In cases where taxpayers fail to comply with these obligations, after being reminded of them, we may instigate prosecution action in appropriate circumstances.

Where a taxpayer has correctly met their obligations, the use of the data will reduce the likelihood of contact from us.

Making a privacy complaint

Our [privacy policy](#) outlines how we collect, hold and disclose data and explains what you can do if you're not satisfied with the way your information has been treated.

If you're not satisfied with how we have collected, held, used or disclosed your personal information, you can make a formal complaint by:

- using the [online complaints form](#)
- phoning our complaints line on **1800 199 010**
- using the [National Relay Service \(NRS\) call numbers](#) [↗](#) (if you have a hearing, speech or communication impairment)
- sending us a free fax on **1800 060 063**
- writing to us at:

ATO Complaints
PO Box 1271
ALBURY NSW 2640

If you're not satisfied with the outcome of the privacy complaint, you can contact the Office of the Australian Information Commissioner. More details on the process can be found on the [OAIC website](#) [↗](#).

Why we undertake data matching

Learn why we have data-matching protocols and the costs and benefits of data matching.

Last updated 22 December 2022

To effectively administer the tax and superannuation systems, the ATO is required in accordance with the law to collect and analyse information concerning the financial affairs of taxpayers and other participants in the Australian economy.

In addition to our administrator responsibilities, the *Public Service Act 1999* (PS Act) requires each agency head to ensure their agency complies with legislative and whole-of-government requirements.

Agency heads are required to ensure proper use and management of public resources as per the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

We consider and undertake a range of alternatives to data matching to ensure entities are complying with their tax and superannuation obligations.

Relying only on data that we already hold is of limited value for the following reasons:

- The tax system operates on willing participation, so our data is derived from taxpayers that are correctly registered and meeting their lodgment obligations.
- The only other way of ensuring that taxpayers are reporting their obligations correctly would be to contact every taxpayer directly.

Data matching:

- allows us to cross-reference suitable external data to identify taxpayers who may not be in full compliance with their obligations, as well as those that may be operating outside the tax and superannuation systems
- reduces the likelihood of unnecessarily contacting taxpayers who are complying with their tax obligations

- is an effective method of examining the records of thousands of taxpayers. We do this to ensure compliance with lodgment and reporting obligations. This would otherwise be a resource-intensive exercise
- helps us to effectively promote voluntary compliance by notifying the public of risk areas and activities under scrutiny.

Our quality assurance framework

Quality assurance is integrated into our processes and computer systems and applied throughout the data-matching cycle.

These assurance processes include:

- registering the intention to undertake a data-matching program on an internal register
- risk assessment and approval from the data steward and relevant senior executive service (SES) officers prior to any data-matching program being undertaken
- conducting program pilots or obtaining sample data to ensure the data-matching program will achieve its objectives prior to full datasets being obtained
- notifying the OAIC of our intention to undertake the data-matching program and seek permission to vary from the data-matching guidelines (where applicable)
- restricting access to the data to approved users and using access management logs record details of who has accessed the data
- quality assurance processes embedded into compliance activities, including
 - review of risk assessments, taxpayer profiles and case plans by senior officers prior to client contact
 - ongoing reviews of cases by subject matter technical experts at key points during the life cycle of a case
 - regular independent panel reviews of samples of case work to ensure our case work is accurate and consistent.

These processes ensure data is collected and used in accordance with our data-management policies and principles and complies with the

OAIC's data-matching guidelines.

Costs and benefits of data matching

Costs

There are some incidental costs to us in the conduct of data-matching programs, but these will be more than offset by the total revenue protected.

These costs include:

- data analyst resources to identify potential instances of non-compliance
- compliance resources to manage casework and educational activities
- governance resources to ensure compliance with the guidelines and Privacy Act.
- quality assurance processes to ensure the rigour of the work undertaken by analysts and compliance staff
- storage of the data.

Benefits

The use of data is common across government agencies and the private sector. The use of data, computer power and storage continue to grow, which increases the benefits from data matching.

Data matching and the insights it provides help us:

- deliver tailored products and services, which underpins our culture of service
- make it easier for taxpayers and agents by providing tailored messages in our online services
- enable early intervention activities, as our goal is prevention rather than correction
- maintain community confidence in our ability to administer the tax and superannuation systems, because we can
 - make better, faster and holistically smarter decisions with measurable results to deliver a level playing field for all

- solve problems and shape what we do for the community
- advise government and deliver outcomes with agility
- maintain the integrity of the tax and superannuation systems by
 - providing education to assist taxpayers to do the right thing
 - deterring behaviours so taxpayers adhere to their obligations
 - detecting taxpayers who are not complying with their obligations, targeting those that continue to deliberately abuse the tax and superannuation systems
 - enabling enforcement activity and recovery of tax revenue
 - directing compliance activities to assure that wider risks to revenue do not exist.

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Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

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