



Australian Government

National Archives of Australia

Records Authority

2023/00625354

**Online Streaming Services
(Audience Data Management)**

Special Broadcasting Service

2023



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INTRODUCTION

The Special Broadcasting Service (SBS) and the National Archives of Australia have developed this records authority to set out the requirements for keeping or destroying SBS records.

This authority is based on the identification and analysis of the business of SBS. It takes into account the agency's legal and organisational information management requirements, and the interests of stakeholders, the agency and the National Archives.

The authority specifies the minimum length of time that temporary records need to be kept and gives the agency permission under the *Archives Act 1983*, for the destruction of the temporary records described after the minimum retention period has expired. Retention periods for these temporary records are based on: an assessment of business needs; broader organisational accountability requirements; and community expectations, and are approved by the National Archives on the basis of information provided by the agency.

As changes in circumstances may affect future information management requirements, the periodic review of this authority is recommended. All amendments must be approved by the National Archives.

APPLICATION OF THIS AUTHORITY

1. This authority is to be used to determine how long records must be kept. Records are matched to the relevant core business and records class in the authority.
 - Where the minimum retention period has expired and the records are not needed for the agency's business they should be destroyed as authorised in this authority.
 - Records that have not reached the minimum retention period must be kept until they do.
2. This authority should be used in conjunction with general records authorities such as:
 - the Administrative Functions Disposal Authority (AFDA) Express Version 2 issued by the National Archives to cover business processes and records common to Australian Government agencies; and
 - General Records Authority (31) - Destruction of source or original records after digitisation, conversion or migration (2015).
3. The normal administrative practice (NAP) provision of the *Archives Act 1983* gives agencies permission to destroy certain records without formal authorisation. This usually occurs where records are duplicated, facilitative or for short-term use only. NAP does not replace arrangements agreed to in this authority but can be used as a tool to assist in identifying records for destruction together with an agency's records authority or authorities, and with AFDA Express Version 2. The National Archives recommends that agencies develop and implement a NAP policy. Advice and guidance on destroying records as a normal administrative practice and on how to develop a NAP policy is available from the National Archives' website at www.naa.gov.au.
4. Records that are reasonably likely to be needed as evidence in a current or future judicial proceeding or are subject to a request for access under the *Archives Act 1983*, the *Freedom of Information Act 1982* or any other relevant act must not be destroyed until the action has been completed.
5. Records subject to a disposal freeze must not be destroyed until the freeze has been lifted. Further information about disposal freezes and whether they affect the application of this authority is available from the National Archives website at www.naa.gov.au.
6. Where the method of recording information changes (for example from an analogue system to a digital system, or when information is migrated from one system to a new system) this authority can still be applied, providing the records document the same core business. The information must be accessible for the period of time prescribed in this authority. The agency will need to maintain continuing access to the information, including digital information, for the periods prescribed in this records authority or until the information is transferred into the custody of the National Archives.

7. In general, retention requirements indicate a minimum period for retention. The agency may extend minimum retention periods if it considers that there is an administrative need to do so, without further reference to the National Archives. Where the agency believes that its accountability will be substantially compromised because a retention period or periods are not adequate, it should contact the National Archives for review of the retention period.
8. Records in the care of agencies should be appropriately stored, managed and preserved. Agencies need to meet this obligation to ensure that the records remain authentic and accessible over time. Under Section 31 of the *Archives Act 1983*, access arrangements are required for records that become available for public access including those records that remain in agency custody.
9. Advice on how to use this authority is available from the agency's information manager. If there are problems with the application of the authority that cannot be resolved, please contact the National Archives.

CONTACT INFORMATION

For assistance with this authority or for advice on other information management matters, please contact National Archives' [Agency Service Centre](#).

AUTHORISATION

Records Authority 2021/00625354

Notice of authorisation

Person to whom notice of authorisation is given:

James Taylor
Managing Director
Special Broadcasting Service
14 Herbert Street
Artarmon NSW 2064

Purpose

Authorises arrangements for the disposal of records in accordance with Section 24(2)(b) of the *Archives Act 1983*.

Application

Selected core business records relating to Online Streaming Services.

Authority

This authority gives permission for the retention, alteration or destruction of the records described. This authority will apply only with the consent of the agency currently responsible for the business documented in the records described.

This document has been authorised through a digital workflow (R1064432023).

| Authorising Officer | Date of issue |
|--|------------------|
| Tatiana Antsoupova Director, Government Records Assurance National Archives of Australia | 23 November 2023 |

ONLINE STREAMING SERVICES (AUDIENCE DATA MANAGEMENT)

The function of establishing, managing, maintaining and operating online streaming services for the delivery of on demand and live broadcast video and audio content.

The core activities include:

- collecting and managing audience data to support the delivery of online streaming services, including the creation and management of audience member accounts.

| Class no | Description of records | Disposal action |
|----------|--|---|
| 63129 | <p>Individual audience member account profiles created to support access to online streaming services and other online content, including all personally identifiable information collected or received during the account registration process and information on individual user settings, preferences and usage. Includes audience member accounts generated when signing-in through third-party social media accounts. Includes information such as:</p> <ul style="list-style-type: none"> ○ name; ○ date or year of birth; ○ gender; ○ preferred language; ○ email address; ○ postcode; ○ newsletter subscription preferences; and ○ favourites. | <p>Destroy as soon as practicable following: the receipt of a valid request to delete by the audience member account holder; or, upon termination of the account by the agency; or, after 3 years of account inactivity, whichever is sooner.</p> |