

8 September 2021

Dr Benjamin Phillips
Chief Survey Methodologist
The Social Research Centre Pty Ltd
Level 9, 277 William Street
Melbourne VIC 3000
By email [REDACTED]

ACMA file reference ACMA2021/185-7

Dear Dr Phillips

**The Social Research Centre Pty Ltd – research authorisations under the
Telecommunications Integrated Public Number Database Scheme 2017 and the
Telecommunications Regulations 2021**

I refer to the applications by The Social Research Centre Pty Ltd ACN 096 153 212 (SRC) received by the Australian Communications and Media Authority (ACMA) on 29 March 2021 for research authorisation under the:

- Telecommunications Integrated Public Number Database Scheme 2017 (the IPND Scheme), and
- Telecommunications Regulations 2021 (the Regulations).

Grant of authorisation under the IPND Scheme

I am pleased to notify you that the ACMA has granted SRC a research authorisation under subsection 4.3(4) of the IPND Scheme (relating to IPND customer data for **listed** telephone numbers).

The authorisation will commence on the day the IPND Manager first supplies IPND data to SRC and will end on 30 September 2022, regardless of whether SRC has been supplied data at that date. Please see **Attachment A** for full details of the duration of authorisation.

Noting the requirements of subsections 4.3(6) and (7) of the IPND Scheme, details of the authorisation are set out at **Attachment A**.

SRC should be aware that a breach of any of the conditions of authorisation is an offence under the *Telecommunications Act 1997*. The ACMA also has the power to issue a formal warning, give a remedial direction, or revoke an authorisation, in response to a breach.

Grant of authorisation under the Regulations and specification of an additional condition

I am also pleased to notify you that the ACMA has also granted SRC a research authorisation under the Regulations (relating to **unlisted** mobile numbers and related postcodes in the IPND).

The authorisation will commence on the date the IPND Manager first discloses IPND data to the SRC and will end 12 months after commencement.

The ACMA has specified an additional condition on SRC's research authorisation that the authorisation will lapse if SRC does not request the authorised unlisted mobile number information from the IPND Manager by 30 September 2022.

SRC has the right under paragraph 42(1)(b) or the Regulations to request that the ACMA reconsider its decision to impose the additional condition. Any such request must be made within 28 days of the decision, or within a longer period allowed by the ACMA.

Noting the requirements of sections 22 and 23 of the Regulations, details of the authorisation (including the additional condition) are set out at **Attachment B**.

Please be aware that contravention of any of the conditions of authorisation is an offence as outlined at section 46 of the Regulations, and the ACMA can remove an entity from a research authorisation for breach of a condition.

Publication

In accordance with usual practice, we will publish high-level details of the authorisations on the ACMA website at <https://www.acma.gov.au/accessing-ipnd>:

- SRC's name
- the permitted research purpose (research relevant to public health)
- the duration of each authorisation, and
- month and year the authorisations were granted.

Next steps

As required under the IPND Scheme and Regulations, the ACMA will provide a copy of this notice of authorisations to Telstra, in its capacity as IPND Manager.

SRC must notify the ACMA within 10 business days of receiving from the IPND Manager the:

- listed mobile number information under the IPND Scheme authorisation, and
- authorised unlisted mobile number information under the Regulations authorisation.

Please contact me on (03) 9963 6906 or at eve.osiowy@acma.gov.au for all notification requirements under the authorisation. You can also contact Emma Bain on (03) 9963 6929 or emma.bain@acma.gov.au if you have any questions.

Yours sincerely



Eve Osiowy
Manager
Numbers Section

Attachment A – The Social Research Centre Pty Ltd’s research authorisation under the Telecommunications Integrated Public Number Database Scheme 2017

Date of ACMA decision	3 September 2021
Kind or kinds of research to which the research authorisation applies	<p>Research, or the compilation or analysis of statistics, relevant to public health, including epidemiological research, where the research is not conducted for a primarily commercial purpose¹ – specifically, SRC will, as detailed in its application, conduct a pilot survey on behalf of the health agencies named in SRC’s application to:</p> <ol style="list-style-type: none"> a. contribute to long term health studies conducted by at least one of the agencies - the Cancer Council’s Centre for Behavioural Research in Cancer states the pilot will provide up-to-date information on tobacco smoking trends nationally, enabling Cancer Council Victoria to benchmark Victorian smoking trends for lifetime rates of smoking and quitting b. be used to determine the suitability of IPND data for further public health research.
Fields of customer data to which the authorisation applies	<p>The following fields of data from IPND records for 2,250 listed telephone numbers which are available to a research entity under a research authorisation under the IPND Scheme:</p> <ul style="list-style-type: none"> • the public number of the customer or business; • the name of the customer or business • the directory finding name of the customer or business (if relevant); • the directory address of the customer or business; • if it is known whether the relevant carriage service being supplied to the customer on the public number is to be used for a government, business, charitable or residential purpose - the relevant purpose; • if the customer has been offered a suppressed address entry - whether the customer has requested that entry.
Duration of the authorisation	<p>The research authorisation:</p> <ol style="list-style-type: none"> a. starts on the day on which the IPND Manager first supplies customer data to SRC, and b. ends on 30 September 2022, regardless of whether IPND data has been supplied to SRC by that date.
Additional conditions specified by the ACMA	Nil
ACMA contact where SRC is required to notify the ACMA under the IPND Scheme	<p>Eve Osiowy, Manager, Numbers Section Tel: (03) 9963 6906 Email: eve.osiowy@acma.gov.au cc ipnd@acma.gov.au</p>
ACMA contact for complainants/internal disputes procedures	<p>ACMA Customer Service Centre Telephone: 1300 850 115 Email: ipnd@acma.gov.au</p>

¹ Research is defined in section 1.4 of the IPND Scheme (which refers to the definition in the Telecommunications (Integrated Public Number Database – Permitted Research Purposes) Instrument 2017 – see subclause 6(a)).

**Attachment B – The Social Research Centre Pty Ltd’s research authorisation
under the Telecommunications Regulations 2021**

Date of ACMA decision	3 September 2021
Entity/ies covered by the authorisation	The Social Research Centre Pty Ltd ACN 096 153 212
Duration of authorisation	Commencing on the date Telstra Corporation Ltd (the IPND Manager) first discloses the authorised unlisted mobile number information to SRC and ending 12 months after that date.
Permitted research	<p>The research is relevant to public health, including epidemiological research, where the research is not conducted for a primarily commercial purpose² –specifically, SRC will, as detailed in its application, conduct a pilot survey on behalf of various health agencies named in SRC’s application to:</p> <ul style="list-style-type: none"> a. contribute to long term health studies conducted by at least one of the agencies - the Cancer Council's Centre for Behavioural Research in Cancer states the pilot will provide up-to-date information on tobacco smoking trends nationally, enabling Cancer Council Victoria to benchmark Victorian smoking trends for lifetime rates of smoking and quitting b. be used to determine the suitability of IPND data for further public health research.
Authorised unlisted mobile number information	23,700 unlisted mobile phone numbers and associated postcodes in the Integrated Public Number Database not indicated as used for government, business, or charitable purposes. ³
Additional conditions specified by the ACMA (subsection 22(4))	The research authorisation will lapse if SRC does not request the authorised unlisted mobile number information from the IPND Manager by 30 September 2022.
ACMA contact where SRC is required to notify the ACMA under the Regulations	Eve Osiowy Manager, Numbers Section Tel: (03) 9963 6906 Email: eve.osiowy@acma.gov.au cc ipnd@acma.gov.au
ACMA contact to be provided to complainants and in internal disputes procedures	ACMA Customer Service Centre Telephone: 1300 850 115 Email: ipnd@acma.gov.au

² *Permitted research* is defined at section 6 of the Regulations.

³ See definition of *unlisted mobile number information* at section 5 of the Regulations.