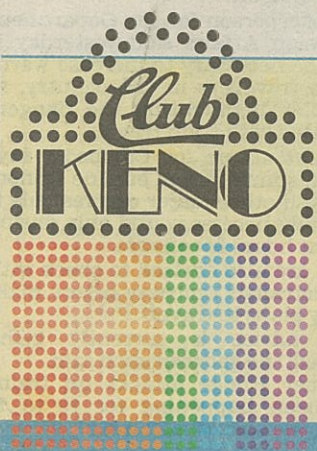


THE Sunday Telegraph

July 31, 1994

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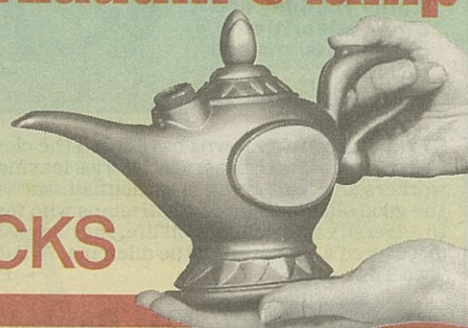
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DISNEY VIDEO PACKS

DETAILS INSIDE



TRIPLETS 3 YEARS APART

LONDON: A time-warp triplet has been born more than three years after his sisters.

Gorgeous Guy Hudson, conceived at the same time as his three-year-old siblings Imogen and Robyn, was born just over a week ago, thanks to the latest advances in medical technology.

The children's proud mother, Deirdre, gave birth to the two little girls in 1991 after she and husband Peter took out a loan of \$20,000 to pay for in-vitro fertilisation treatment.

In all, 15 embryos were produced in a test tube and after Imogen and Robin were successfully implanted, the remaining embryos were frozen.

Two years later, the couple decided a third child would complete their family, and they asked doctors to "defrost" the remaining embryos in the hope that they would produce a boy. The result: Guy.

Deirdre, 30, said: "How can a family be so lucky?"

"The birth of Guy means we have hit the biggest jackpot there is in the world. I'm so happy I don't even hear him cry."



A brother at long last: Imogen (left) and Robyn with their test tube time-warp triplet, Guy, who was born three years after them

SECRETS FOR SALE

EXCLUSIVE: By JULIE NANCE

EMPLOYEES will be able to inspect their company's confidential records under new reforms being considered by the Federal Government.

A major review of the Freedom of Information (FOI) Act is looking at expanding access to documents by individuals from the government arena to private enterprise.

Negative staff performance reports, medical details, financial information and tenancy references kept about employees could be obtained and altered if deemed incorrect.

Banks, the insurance and real estate industries, doctors, lawyers, hospitals and small and major corporations could all come under the microscope.

And government business enterprises such as Qantas, Telstra, Australia Post, the Federal Airports Corporation and the Civil Aviation Authority will also be affected.

The cost of accessing the previously confidential information is likely to range from \$25 to \$200, depending on the size and age of the document.

Continued page 2

INSIDE

AUSTRALIA'S BIGGEST SELLING PAPER

First-timers

CHOOSING your first home away from home can be fun but it's also important to approach it with practical common sense as you'll find out in our Living section today. Heartbreak High's Kathy Halliday and other celebrities tell of the passions and pitfalls.

— Page 133



TWO country towns have faced the closure of their local cannery industries leaving workers and fruit growers without a future. But in the good old tradition of Australians who face up to adversity and get on with life, they have discovered a way around the dilemma. A Tale of Two Towns

— Page 43



PM Paulette

"The Master Blaster just wouldn't look right as a transvestite" writes The Sunday Telegraph columnist Peter Ruehl musing on Prime Minister Paul Keating's future if quotas are to be set for women members of parliament. Read Ruehl's writings

— Page 159

ALADDIN, the movie, has been released on video and to celebrate The Sunday Telegraph has five exclusive Disney Prize Packs to be won. Each pack is valued at more than \$1000 eight Disney classic videos as well as the popular Aladdin video. For a chance to win

— Page 154

Prior secret

SINGER Marina Prior has been hiding a wonderful secret. It's a secret she discovered just as she was about to open in the Sydney production of The Phantom of the Opera a year ago. And this week, Marina can reveal what will soon become the highlight of her very successful career. Marina's secret

— Page 143



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Tattslotto draw number 1359

Prize pool: \$8,959,894.19
Div One: \$2,374,371.96
Nos: 13, 20, 38, 26, 24, 1, Supps: 2, 29
SUPER 66: Nos: 4, 2, 1, 8, 4, 7
Prize pool: \$584,225.65

WEATHER

A few showers but mainly dry. Cold with moderate to fresh westerly winds. Max about 14. Tomorrow: Dry. 16. Tuesday: Dry. 16. Wednesday: Dry. 17.

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1.835 MILLION READERS EVERY SUNDAY

Hostage fears after threats

AUSTRALIAN officials were last night anxiously awaiting word from Khmer Rouge guerillas believed to be holding Melbourne man, David Wilson, 29, and two other westerners.

Officials travelled yesterday to the southern town of Kampot to find out where the three were being held and to make contact with their captors.

Last night officials said there had been no ransom demand or any other contact with the guerillas.

Fears have intensified for the safety of the three after a report in Phnom Penh quoting villagers in the region as saying that the Khmer Rouge captors would not release the three alive.

There was confusion last night over the fate of three Americans also travelling in the south of the country who have been missing for some time.

American embassy officials were investigating.

Mr Wilson and the two other backpackers were travelling on a train bound for the seaside town of Sihanoukville when it was attacked by about 60 armed men firing AK-47 rifles and rocket propelled grenade launchers.

Nine people are officially said to have died in the attack including two soldiers and two railway workers.

The three westerners were marched into the jungle with about 200 other passengers by Khmer guerillas believed to be under the command of General Rhin, a warlord who controls much of the surrounding area.

The abduction of the three has increased fears that foreigners are being targeted by the Khmer Rouge as part of a campaign to discourage the international community from giving military aid to the Cambodian government.

From NICK CATER in Phnom Penh

Foreign Minister, Senator Gareth Evans is leading a push to provide military training and help reorganise the country's ramshackle, 130,000-strong army. Senator Evans has not ruled out supplying weapons and ammunition to the Cambodian government which is locked in a seemingly endless civil war with the Khmer Rouge.



Hostage: David Wilson, kidnapped by guerillas

Govt reviews advice after kidnapping

By SUZANNE HOUWELING

THE Australian Government is reviewing its advice to travellers to Cambodia following the recent kidnapping of Australian tourist David Wilson.

A spokesperson for the Department of Foreign Affairs said yesterday it might be necessary to increase warnings to travellers in the country, in particular highlighting the dangers associated with train travel.

Current advice for Cambodia says tourists should travel outside Phnom Penh and other major centres only if absolutely necessary and only during daylight hours in convoys.

They are also advised to check with the Australian Embassy before making any plans to travel.

This advice is currently being reviewed, the spokesperson said.

"Khmer Rouge attacks on trains have been happening for 10 to 15 years," the spokesperson said.

"It is nothing new and it is a standard practice for them to attack trains and rob the trains of any goods they are carrying and to take everything off the passengers and hold them up for hostage. Quite often they kill any government officials on board."

Most travellers were aware of these risks and few travelled on trains because of the security problems and the fact that they were often very archaic.

It is believed Khmer Rouge forces are behind the latest incident.

"It is not 100 per cent sure, but it is Khmer Rouge territory, and it is the type of activity the Khmer Rouge do — so the assumption is it is the Khmer Rouge," the spokesperson said.

Larry and Jamie Zalenski

IN the various editions of The Sunday Telegraph on January 9, 1994 a story was published headed "We went to bed in fear". The story included a photograph captioned: "a distressed child is carried away from danger by his father at Elanora Heights".

The man shown in the photograph was not the father of the child.

Larry and Jamie Zalenski have told The Sunday Telegraph they suffered hurt as a consequence of the original publication of his photo.

The Sunday Telegraph takes this opportunity to apologise for any embarrassment or hurt which may have been caused to Larry and Jamie Zalenski.

Secrets for sale

From page 1

Information about individuals is now being accessed from wide-ranging sources, including simple domestic items such as dry cleaning receipts and telephone calls, by the booming direct marketing industry according to a special Sunday Telegraph investigation. The FOI shake-up, initiated by Federal Justice Minister Duncan Kerr, is to be undertaken by a Joint Steering Committee comprising the Australian Law Reform Commission and the Administrative Review Council.

Last July New Zealand introduced legislation

allowing members of the public to access data from banks, hospitals and other corporations, a system being investigated and possibly adopted by our Federal Government.

Exemptions include information detrimental to the country's security and defence, details deemed harmful for applicants under the age of 16 and reports which involve the "unwarranted disclosure of the affairs of another individual".

While the New Zealand scheme concentrates on personal files, the scope for widening the information net to other uses in Australia is a possibility.

The Commission's principal law reform officer Margaret Ryan said it was only speculation at this stage but there was scope for people to access facts about a company's chemical and environmental information.

She said the review would look at whether society's view, about what information was fair and reasonable for

bodies to disclose, had changed in the 12 years since the Commonwealth FOI Act was introduced.

"We will probably be starting off broadly and asking people what they think — if the Act should be expanded in respect to personal information and are there any other sorts of information which would warrant an extension," said Ms Ryan, who will contribute to an issues discussion paper to be completed by September and the full review before the end of 1995.

"How many drums of dangerous toxic material a company has on the premises is something we could look at."

"As for company minutes — a lot of competitors would probably love to have a sticky beak at that but I doubt if anyone would think that was a fair thing."

"We might get inundated with people who want to know this and that and probably get private sector bodies who think it is not appropriate."

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Privacy: They're watching they're listening — P 8, 9

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Privacy

MINUTES after hanging up from an overseas phone conversation, a person was contacted by a market researcher who stated: "You have just made an international call - could you answer some questions?"

A woman was phoned by a researcher who asked about her recent stay in hospital - her confidential records, including her unlisted number, had been released by a health worker.

These two cases, under investigation by the Telecommunications Ombudsman Warwick Smith, are only the tip of the iceberg in an alarming and highly profitable trade in personal information.

A Sunday Telegraph investigation has found that every one of us - whether we have an unlisted phone number or live in seclusion - has every reason to fear for our privacy.

Information about you collated from council documents, competition coupons, raffles, delivery dockets, credit-card receipts, donations and even dry-cleaning slips is being beamed around Australia in a direct marketing bonanza.

And it's all perfectly legal!

The convergence of telecommunications and computing technologies enables databases to be set up which can profile the community - suburb by suburb, street by street.

A meeting of Australia's Consumer Affairs Ministers on Friday in Brisbane voted to consider the introduction of a national code of practice for direct mailing, after a working party delivered its year-long findings.

But the telemarketing trade - using unsolicited phone calls or facsimiles to promote or sell products, seek donations or conduct market research - flourishes in a legal vacuum. Employing more than 30,000 people in Australia, it has grown from \$145 million in 1983 to \$1.4 billion in 1993.

Consumers are preparing to speed down the information highway to the promised land of interactive TV, digital global networks and video phones.

But federal and State privacy and consumer affairs bodies say we can no longer get by with a piecemeal approach to privacy and data protection.

Self-regulation is not work-

ing, and we must build nationally consistent guidelines now - a fact endorsed by the ministers on Friday when they agreed to set up a working party to investigate telemarketing practices.

Investigations now under way that highlight direct marketing law loopholes include:

● ACT Government Consumer Affairs Minister and Attorney General Terry Connolly:

Hundreds of people have been pressured into making hefty donations and disclosing health details over the phone to a research group wrongly aligning itself with the National Heart Foundation; and companies are scanning classified advertising of people selling goods and using reverse directories to find their names and addresses when only phone numbers, including silent lines, are given.

Someone could ring you up and in the course of a survey and find out you have a video, a good TV, you are at work nine to five and your house is not fitted with deadlocks. What perfect information for a thief

Promotional material is then sent out.

● NSW Consumer Affairs Department:

People who have used credit cards overseas are receiving personally addressed mail and brochures from international companies; there is an endless stream of calls from bewildered consumers wanting to know how their names got on mailing lists - a common source being contests entered at home shows, shopping centres or functions.

● Telecommunications regulator Austel: Several allegations have been received of telephone carriers phoning mobile phone users and harassing them to change companies.

● NSW Privacy Committee: A man made at least 20 phone calls to a company asking it stop sending him unsolicited mail, but after being promised each time he'd be taken off the mailing list, the committee was forced to step in.

A recent study by the Federal Privacy Commissioner found 58 per cent of the consumers sur-

veyed believed they had lost control of how their personal information was circulated and used by companies.

During the 1992-93 financial year, 117 of the 254 written complaints to the commissioner were about Information Privacy Principles.

As long as information is obtained from publicly available records, there is little action that can be taken. And most people have no idea their personal information is traded through the data marketplace for commercial gain.

There are up to five list brokers in Sydney who rent lists, from \$90 per thousand names for a basic white pages list up to a highly qualified business list for up to \$400.

Other lists are compiled from club member details, magazine subscriptions, the electoral rolls, the phone book and from

agencies such as land titles or share registers.

Since 1985 Australia Post has published The List of Lists, a complete directory of the categories of mailing lists available, including boat owners, young adults and fashion-conscious females. It provides details of where to rent the lists and how much they cost.

Some 150,000 Sydneysiders - and about 700,000 people Australia-wide - have unlisted numbers in the new 1994 White Pages but technology is still being used, including reverse directories and random diallers, which penetrate privacy.

Sydney councils are in an "information free" zone, legally charging companies, including real estate and building material suppliers, hundreds of dollars for lists of ratepayers' names and building application details.

Manly Council charges \$480 for a computer disc of 16,000 ratepayers' names, forwarding addresses and title details and \$20 for the previous month's building application lists. "The council looks at it as a revenue-raiser; if they don't get it from us they'll

get it from somewhere else," a spokesman said.

After complaints, Blacktown Council was forced to place a form in the local press giving people the option to prevent their details being forwarded.

"It is a professional list - not the sort of list a yobbo would want," said a spokesman for the council, which charges \$450 for a microfiche list of 90,000 ratepayers. "We supplied one list on magnetic tape to a politician a couple of elections ago; despite a big effort, it did him no good."

Federal Privacy Commissioner Kevin O'Connor said the release of publicly available information was an area demanding attention and councils should not "flog off information to anyone prepared to buy it".

(The Federal Privacy Act applies only to personal information held by Federal Government departments, consumer credit providers and reporting agencies in the private sector).

Mr O'Connor leads the call for a national privacy policy, and on the council agenda he believes people seeking approval for a house extension should not be deluged with promotions about items of furniture or kitchens.

"It is unsatisfactory that people who deal with councils are not told their information is to be disseminated in this way," said Mr O'Connor, who believes Australia could find itself locked out of some global electronic information channels because of its lack of adequate privacy legislation.

"It really has got nothing to do with the council's statutory function which is to assess applications and ensure reasonable notice is given to neighbours and people like that."

"The key issue is consent. If you enter a raffle at the shopping centre for a trip to Hawaii, you should be told this information will be used to flood you with offers to go to Hawaii after you don't win the raffle."

NSW Consumer Affairs Minister Wendy Machin, who was responsible for putting the direct mailing issue on the national agenda, said she felt angry her own details were caught up in a "trade in lists".

She believes her local council passed on her name and north shore address via a ratepayers

High-pressure heart funds probe

THE reputation of the National Heart Foundation is being smeared by aggressive telemarketers allegedly leading consumers to believe they are calling on behalf of the respected organisation.

The ACT Consumer Affairs Bureau has begun an investigation after a flood of calls from angry residents.

ACT Consumer Affairs Minister Terry Connolly said telemarketers employed by a Melbourne-based public benevolent institution, the Heart Research Centre, had been calling residents requesting funds.

It had been alleged that in the course of some researchers' conversations, the National

Heart Foundation had been mentioned several times - confusing people who believed the organisations were one and the same.

Callers are reported to be "pushy and intrusive", asking about consumers' health, giving opinions they are not qualified to give and asking for a donation of \$50 to \$60.

If the consumer wavers, the amount is reduced until the consumer is asked, "How much can you pay, then?"

The Heart Foundation, a non-profit group heavily dependent on the community for funding, has been forced to take newspaper advertisements explaining the damaging mix-up.

Foundation executive director James Morris said his office had received 145 calls in the past three weeks, many from irate consumers wrongly blaming the foundation for intrusive telemarketing.

He said the foundation had funded the Heart Research Centre as a Bicentenary project, but the association between the bodies had ended long ago.

Mr Morris said the problem, which had emerged in the ACT and South Australia, was unfortunate because the centre was a legitimate body which "does good work".

Heart Research Centre director Dr Marian Worcester said she felt embarrassed about the

recent events.

She said at least two telemarketers had been sacked following their "improper approaches" during the three-month campaign.

Dr Worcester said telemarketers were given a carefully prepared script, and they were not supposed to deviate from it.

The first paragraph explained the centre was set up by the National Heart Foundation, and consumers were given the option of answering a brief health quiz, not unlike those found in magazines.

"Two (telemarketers) have let the side down and given a bad impression for the whole show," Dr Worcester said.

The centre conducts

research and training programs in rehabilitation and prevention of heart disease.

A 52-year-old Canberra resident told The Sunday Telegraph he had a phone call about 10 days ago from a woman who left him with the impression she was representing the National Heart foundation.

"She asked me a series of questions about my state of health, blood pressure and so forth, then launched into a big spiel," the resident said.

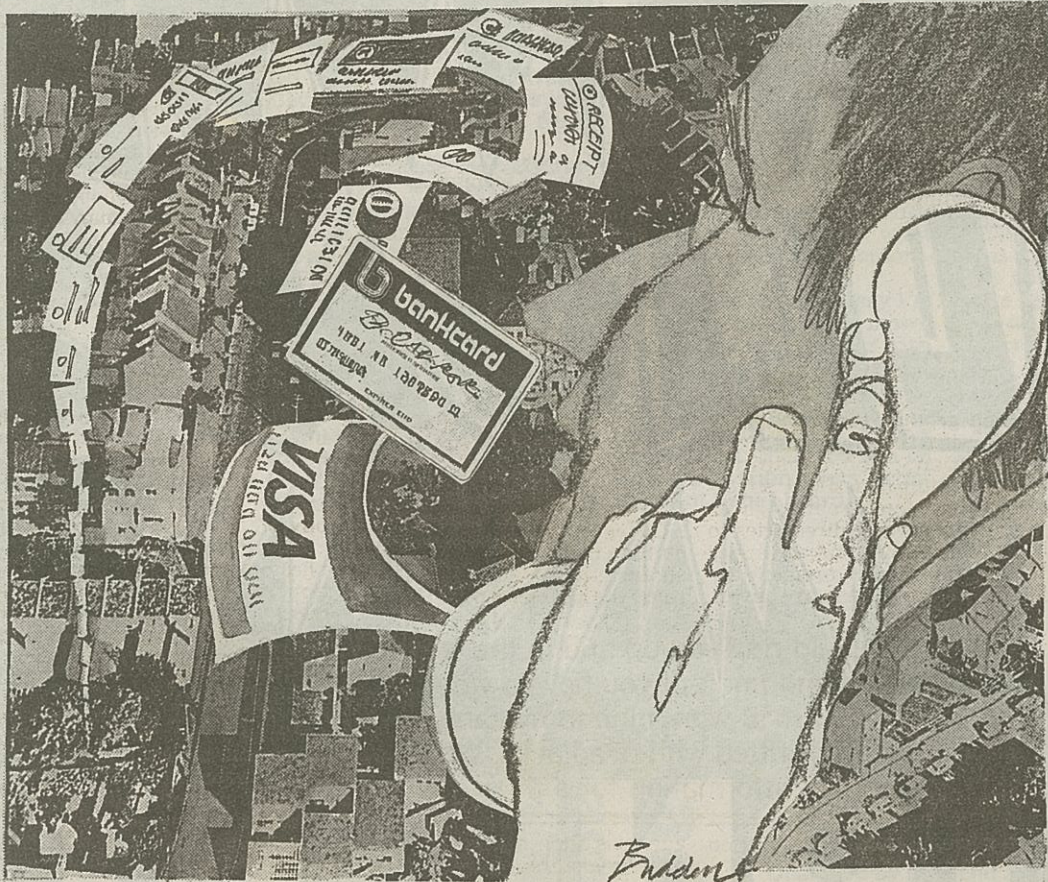
"The woman was speaking so rapidly, and I suddenly heard the words 'Thank you for agreeing to provide \$60'."

"I was floored. After a moment I said, 'I didn't agree to pay \$60, and I'm certainly not going to'."

they're looking, they're listening

**SPECIAL
REPORT**

By Julie
Nance



US research shows almost 50 per cent of Californians have phone-answering machines for the purpose of screening junk mail calls.

One random-dialling device used by many companies ensures consumers are phoned back, even if it takes all day, until they hear the entire promotional message.

Telecommunications Industry Ombudsman Warwick Smith said the problem of people's calling patterns being related to a third party was a "national issue begging for a national solution".

He has received 11,663 inquiries and complaints from December last year to May - 8.6 per cent relating to privacy matters including nuisance calls, telemarketing, mobile phone issues, silent numbers and voice monitoring.

One common practice was for dry-cleaning outlets to take a client's name and phone numbers to use for direct marketing lists.

"The dry-cleaner may want to ring around regular customers, but that list may then be passed on to someone else who wants to sell, for example, chocolate bars," said Mr Smith, who has joined Austel and other bodies calling for a separate Telecommunications Privacy Committee to be set up.

"The database capacity is improving and changing all the time."

General manager of Sydney-based market research consultancy ACA Research, Martin Conboy, said every single person would be on at least one mailing list.

"If you've ever filled in a coupon - anything with the promise of a prize, lotteries excluded - your details would probably have been put on a list," said Mr Conboy, whose company specialises in business-to-business market research.

"From a fraud point of view, people must always be on their guard with door-to-door researchers and those who are 'cold calling' by phone.

"Someone could ring you up and in the course of a survey find out you have a video, a good TV, you are at work nine to five and your house is not fitted with deadlocks. What perfect information for a thief."

Bankruptcy secrets revealed on register

A MAN looking up his name on a Federal Court bankruptcy register discovered a family secret - his dead father had suffered the same financial fate 50 years earlier.

John, 49, was surprised to see the information on public record about himself and his wife when he went to the NSW District Registry at the Federal Court.

Anyone can punch in a name and within two minutes a person's occupation, town of residence at the time of the bankruptcy and details of the bankruptcy, are printed out.

"I was absolutely stunned to see my dad's name and to find out he was a bankrupt at the outbreak of World War II," John said.

He said that, years

after being discharged from bankruptcy, his punishment continued: "When this information is open to the public, an employer who is down to a short list of two is going to employ the one who hasn't been bankrupt."

"People who have never been in their own business still look at a bankrupt as some sort of criminal."

NSW Privacy Committee chairman Chris Puplick believes that once a person has been discharged from bankruptcy, his or her name and details should be wiped from the record.

He says that because there is no background or explanation why the person was made bankrupt, people accessing the information could come to all sorts of conclusions.

Hijack those hackers!

THE Federal Government needs stringent laws to control the threat to personal privacy by the giant Internet computer system, says Privacy Commissioner Kevin O'Connor.

Internet - a global computer network which enables computer operators to communicate and share information - is vulnerable to computer hackers, according to advice received by the Privacy Commission.

Mr O'Connor says the laws should allow compensation for people who claim their privacy has been breached by computer operators using Internet.

Hackers can tap into the stream of electronic

information between users, gaining access to confidential information without the users' knowledge, Mr O'Connor says.

"There is no problem at all in cracking the Internet. None of the security protocol of the telephone or mail systems is on the Internet."

From humble origins 25 years ago, Internet is now the world's biggest computer network.

In fact, it is a global maze of computer networks providing linkages between big computer communications facilities and countless smaller services. It can be tapped into from any computer.

Latest estimates put the number of users at nearly 25 million people.

list to a real estate agent who then bombarded her with personally addressed mail.

"The agency kept saying property prices are great at the moment and they'd like to sell our unit for us," she said.

"I wrote back saying I resented what they were doing; I got an insulting letter saying how dare I use my secretary's time (thus taxpayer money) typing up a letter.

"I tried to take it up and got a big serve. Imagine the problems facing other consumers who want to get off such lists."

The Australian Direct Marketing Association (ADMA) has joined the national call for an "opt-out" system, where consumers decide for themselves if their information is to be referred or sold to secondary sources, namely on direct marketing lists.

ADMA chief executive officer Rob Edwards said his 500 mem-

bers were adding the consent scheme to the voluntary code of practice later this year, which may simply involve people ticking a preference box. But his association was powerless to regulate non-members.

The ICAC report in 1992 on the Unauthorised Release of Government Information revealed a massive illicit trade in personal information held by government agencies such as the RTA and the NSW Police.

But without proper legislation, the NSW Privacy Committee has been powerless to stop large-scale privacy violations.

It is hoped the long-awaited Privacy and Data Protection Bill 1994, tabled by Attorney General John Hanaford in the Legislative Council in April and now before a select committee, will address the infringements of privacy.

The misuse or disclosure of information by public officials

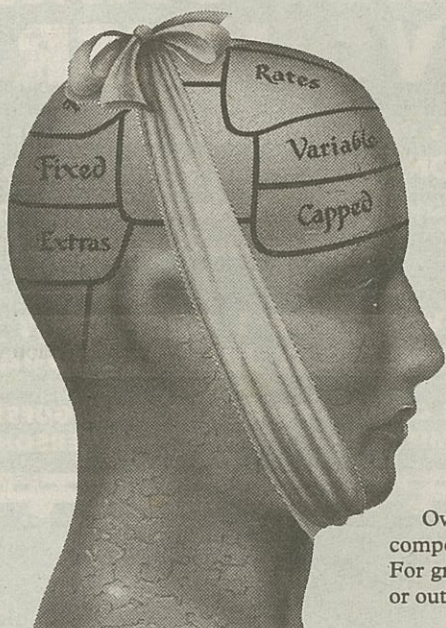
could result in fines of up to \$20,000 and/or two years in jail.

Committee chairman Chris Puplick hopes the legislation, modelled on the federal Privacy Act, will address "the scandalous lack of protection for information privacy in NSW".

But he believes the bill, which applies only to the public sector, as private sector firms comply with it voluntarily, is inadequate. Without much strengthening it would not be in keeping with world standards for data protection, he says.

(His committee completed 309 files in 1992 and carried forward 59 matters into 1993; the highest percentage of written complaints - 20 per cent - was for direct marketing).

"A privacy commissioner is included in the bill and can investigate and report complaints but not offer remedies to people who have had privacy breached, even in serious cases,"



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