



PRACTICE GUIDELINE 4

CONTACT INFORMATION AND CUSTOMER NAMES IN DOCUMENTS TO BE TENDERED

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1. This Practice Guideline concerns the procedure of the Royal Commission (“the Commission”) regarding non-publication of direct contact information for individuals and customer names and identifying information in documents tendered at a public hearing before the Commission. It should be read as in addition to the Commission’s procedures regarding confidentiality contained in Part F of Practice Guideline 1.¹
2. The Commission will ordinarily make a non-publication direction under under s 6D(3) of the *Royal Commissions Act* 1902 (Cth) (“the Act”) during the course, or at the conclusion, of a public hearing in respect of material tendered at the hearing that reveals direct contact information for individuals. Examples of direct contact information for an individual are direct telephone numbers (but not general telephone numbers for an organisation), mobile phone numbers, email addresses, residential addresses and signatures.
3. In addition, the Commission will ordinarily make a non-publication direction made under s 6D(3) of the Act in respect of all names and identifying information of customers of a financial services entity (**customer details**) contained in documents tendered at a public hearing.
4. Parties who are producing final statements, and documents that are exhibits or attachments to such statements, to the Commission in accordance with paragraphs 18 to 20 of Practice Guideline 1 must provide the Commission with two versions of the final statement and accompanying documents:
 - a. a version of the final statement and any accompanying documents in an unredacted form; and

¹ Practice Guideline 1 is available on the Commission’s website at: <https://financialservices.royalcommission.gov.au/public-hearings/Pages/Practice-guidelines.aspx>.



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- b. a version of the final statement and any accompanying documents that have redacted any direct contact information for individuals, as set out in paragraph 2 above, and any customer details, as set out in paragraph 3 above, and is suitable for publication in accordance with the non-publication direction to be made during the course, or at the conclusion, of the public hearing in respect of that statement and any accompanying documents as a result of their tender at the public hearing.

Kenneth Hayne

Commissioner

6 March 2018