

# Managers Questions

## What information do I need to perform a search?

You will need two pieces of information, the applicants government issued id number (or replacement number) and their date of birth. Nothing else is required.

## Who can we perform searches on?

Anyone who gives you their information for the purpose of conducting a search.

## What if someone doesn't want us to conduct a search or wont share their details?

In this case you will not be able to access their records..

## What use are replacement numbers?

If the applicant is happy with you seeing their records but does not want to reveal their government issued number prior to an offer of employment they can instead generate a different number which we simply refer to as a 'Replacement number'. They can do this for free at [www.CONVEY.bio](http://www.CONVEY.bio)

## What if records are locked?

If an applicant locks their records you can send them a request via CONVEY to unlock them, people sometimes lock their records as a way of increasing their own privacy.

## Can the results of a search be stored, printed or saved?

No, for privacy reasons the information is view only, you can however conduct multiple searches on the same number without being charged a second time (just one search credit needed).

## How far back do the records go?

Once a business adds a record it is stored permanently in the CONVEY databank and new business users can add records which were created within the last two years.