

Under the migration agents Code of Conduct **you must**:

- provide your client with an estimate of fees and a statement of services;
- act with honesty, integrity and in a timely manner when dealing with clients or the department;
- maintain a sound and up to date knowledge of migration law and procedure;
- act lawfully in the best interests of your clients;
- provide relevant information with applications;
- notify clients and the department promptly of any changes to contact details;
- avoid or manage conflicts of interest.

You **must not**:

- intimidate or coerce any person for your benefit;
- encourage vexatious or grossly unfounded applications;
- represent that you can obtain a particular decision under the Migration Act or the Migration Regulations; or
- engage in misleading advertising.

Consent to communicate electronically

The department may use a range of means to communicate with you. However, electronic means such as fax or email will only be used if you indicate your agreement to receiving communication in this way.

Electronic communications, unless adequately encrypted, are not secure and may be viewed by others or interfered with. If you agree to the department communicating with you by electronic means, the details you provide will only be used by the department for the purpose for which you have provided them, unless there is a legal obligation or necessity to use them for another purpose, or you have consented to use for another purpose. They will not be added to any mailing list.

The Australian Government accepts no responsibility for the security or integrity of any information sent to the department over the internet or by other electronic means.

Important information about privacy

Your personal information is protected by law, including the *Privacy Act 1988*. Important information about the collection, use and disclosure (to other agencies and third parties, including overseas entities) of your personal information, including sensitive information, is contained in form 1442i *Privacy notice*. Form 1442i is available from the department's website www.border.gov.au/allforms/ or offices of the department. You should ensure that you read and understand form 1442i before completing this form.

Home page **www.border.gov.au**

*General
enquiry line*

Telephone **131 881** during business hours in Australia to speak to an operator (recorded information available outside these hours). If you are outside Australia, please contact your nearest Australian mission.