



# Ballot Services Information

[TrueVote.com.au](https://TrueVote.com.au)

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## TABLE OF CONTENTS

ABOUT TRUEVOTE.....	4
BALLOT TYPES.....	4
BALLOT PLANNING.....	5
VOTING PROCESS.....	5
CONFIDENTIALITY.....	6
BALLOT EVENT SPECIFICATIONS.....	6
VOTING SYSTEM OVERVIEW.....	7
Internet voting .....	7
Text messaging.....	8
Security.....	8
Systems.....	10
BALLOT EVENT MANAGEMENT.....	10
Results & reports.....	10
Voter participation.....	10
Ballot monitoring & accessibility.....	10
VOTER SUPPORT.....	10
RETURNING OFFICER.....	11
TESTIMONIALS.....	11

## ABOUT TRUEVOTE

TrueVote has conducted electoral events for organisations across all business sectors including; corporations, small private businesses, government departments, trade union organisations, education institutions, not-for-profit groups, associations and clubs.

Our people include an experienced returning officer, a qualified security network professional and a skilled auditor. We offer an independent, flexible and affordable third party ballot management service designed to minimise organisation disruptions and reduce expenditure.

A ballot can be readied within 48 hours with delivery of accurate results for even the most complex of tabulations one hour from close of voting. We ensure ballots are easy to access for voters, highly secured, anonymised and simple to follow. Where required and for new organisations migrating to electronic voting, we can accommodate postal ballots, sms and phone voting as part of our integrated voting options.

TrueVote ensures all ballots are compatible with customer specifications. We can distribute information about the ballot processes, participation activity and provide reports with 100% accurate result declarations.

All ballot and voter information is controlled and secured in accordance with industry best practice. Our policies are developed in alignment with ISO/IEC 27001:2013 Information Technology - Information Security Management and the Australian Government Information Security Manual (ISM2012).

TrueVote services can accommodate the largest of electoral requirements with our secure in-house systems, which are capable of running a simple yes/no ballot or a complex quota preferential candidate election. We can facilitate concurrent ballots with the capacity to scale against every size of organisation.

TrueVote offer broad electoral experience and resources for conducting your ballot and we would be pleased to provide your organisation access to a simulated real time ballot environment for your appraisal.

## BALLOT TYPES

### Options

TrueVote offers a flexible suite of voting options to accommodate all decision requirements including online, telephone, sms and postal ballots for voting in candidate elections, proxy lodgments, enterprise agreement decisions, protected action ballots, majority support petitions and general referendums.

For candidate ballots, we can include hosting of profiles and photo images or insert links to external sites. Candidate ordering on vote screens can be displayed in a fixed or random order on every sent ballot.

## BALLOT TABULATION

### Voting methods

- First past the post, yes/no or single/multiple choice options
- Ranked voting with voter weighting/candidate groups
- Ranked preferential and quota preferential counts

*\*Our suite of calculating algorithms can be tailored to meet any complexity of vote counting requirement.*

## BALLOT PLANNING

Prepare, Review, Sign-off

Preparation and acceptance of the ballot prior to commencement forms an essential aspect of the process. TrueVote provides client portal access to review and approve the ballot ensuring client transparency.

## SINGLE CLICK VOTING

All eligible voters on the supplied ballot roll are allocated a unique key-link to access a private ballot screen. This method delivers a simpler, secured and free from username/passwords requirement for ease of voting whilst retaining voter privacy and convenience. This one click key-link vote system leads to improved turnout, lowers failed voting attempts and reduced help desk requests.

## VOTING PROCESS

### Eligible Participation

TrueVote is committed to ensuring all eligible voters can participate in the ballot. This is achieved by aggregating electronic, phone, sms and post ballots into a single deliverable reporting system.

### Validated Voting

For acceptance into the count all voting activity is automatically validated, registered and verified against the supplied voter roll.

Every eligible voter is strictly controlled to cast a single vote (unless using a shared email voting option). Duplicate voting (intentional or by mistake), and error voting cannot occur; ensuring every accepted vote is valid. Where there are two (or more) members using the same email address, we provide a multi-vote option.

### Voter Verification

Voters are issued a confirmation receipt when their vote preferences are lodged. This confirmation receipt can be accessed by the voter at any time throughout the ballot period.

### Secret Voting

All lodged ballot preferences are de-identified. The voter is automatically marked as 'voted' against the registered voter roll and the vote inserted into the count. There are no identifying markers against the received ballots following completion of the ballot.

### Informed Voters

Each eligible voter is notified of the ballot via:

- Distribution of ballots with instructions
- Postal notice to voters (where required)

During the ballot period, email reminder notices are distributed to voting participants who are yet to vote.

Voting is accessible from all modern browsers on smartphones, tablet devices and desktop computers.

## CONFIDENTIALITY

### Privacy

TrueVote complies with The Privacy Act (1988). TrueVote carefully regulates how all information is disseminated before, during and after a ballot. Privacy issues involve data knowledge of a personal nature including information associated with a voter location, selected preferences and communicating with others.

*\*If you would like more information about TrueVote privacy policy, please contact us.*

## PERSONAL INFORMATION

### Identification

All personal information and vote preferences are managed in compliance with statutory requirements and government legislation including care of:

- i. How personal information is collected and disseminated
- ii. How personal information is used, disclosed and the accuracy of content
- iii. How personal information is retained and the rights to access that information

Examples on identification includes, name and address and can also include employee records, images, videos and information about voter's opinions, work or where a user is identifiable.

## BALLOT SPECIFICATIONS

### Seamless Processes

TrueVote ballot services are designed, created and are managed by TrueVote. **There is no software to download, install or maintain by the client or voter.**

Features of the ballot manager architecture include:

- i. Voter roll services (data management)
- ii. Auditable processes and resulting
- iii. Compliance based reporting
- iv. Real-time observer services
- v. Help desk support and follow up services
- vi. Prompt delivery of the declared results and reports.

## TRUEVOTE (*Ballot Instruments*)

Our ballot services offer:

- i. A range of voter participation methods
- ii. Extended voting locations
- iii. No third party handling of ballots
- iv. Convenient ballot set up and prompt results delivery
- v. Reduced costs over postal ballots
- vi. Assists organisations meet AS14001 environmental management systems KPI's

*\*Our systems are regularly reviewed to remain compatible with mobile devices and on modern browsers.*

## VOTING (*System Overview*)

TrueVote uses a unique encrypted voter Identifier (known as 128bit/HASH) to create a secure 'key-link' for voter access to the ballot. All received votes are automatically authenticated and logged for inclusion into the count.

Each eligible voter follows their unique key-link included in the emailed ballot invitation. Voters can validate their preferences any time until ballot closure. Additional voters can be inserted into a ballot whilst the vote remains open.

In 2012 TrueVote implemented a secure (web-link) voting method to streamline and simplify the voting process. This ensures a simpler, secured and confidential process without the need for a vote password login.

TrueVote can accommodate additional security voter authentication (two factor) to the electronic ballot screen by the inclusion of unique identifiers such as a membership or payroll number, date of birth etc.

## INTERNET VOTING

TrueVote Internet voting delivers an independently managed ballot solution. Our Internet voting process is a practical, accurate and convenient option:

- i. It is 'HTTPS' secured (commercial banking grade)
- ii. IP addresses and voting activities are logged for validation
- iii. Audit records may be viewed by the client on request
- iv. Vote - validation screens for every voter
- v. Automatic email of 'ballot open' and optional multiple vote reminders

## SMS VOTING

TrueVote SMS (Short Message Service) is available as a secure voting option.

SMS voting is ideal for:

- i. Simple yes/no voting
- ii. Can be an additional option with email voting
- iii. Is validated and can be password verifiable

## POSTAL VOTING

TrueVote Postal voting is also available as a secure voting option.

Postal voting is ideal for:

- i. Voters without electronic access
- ii. Is validated and verifiable
- iii. Can be optioned as postal voting out with electronic or postal vote return

## SECURITY (General)

TrueVote technologies are industry leading in electronic voting. All confidential client data and information transactions are protected at an enterprise class facility. For authenticated ballots and elections TrueVote maintains the voter roll in a separate secure database file and ensures the following:

- i. Integrity of data and information management
- ii. Protection of data and personal information from unauthorised entry
- iii. Client administrator managed portal access privileges
- iv. Records all user access to client ballots for all participants including internal staff

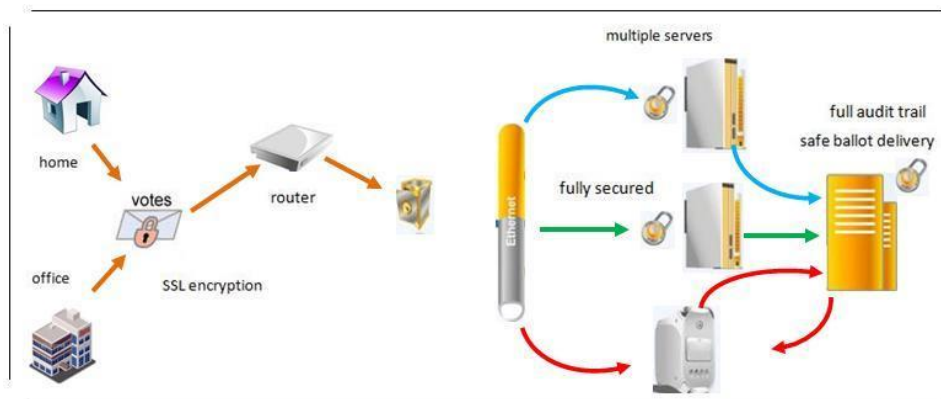
## SECURITY (Systems)

TrueVote is developed using an Australian based, Global Cloud Services provider with MTCS Tier 3 Certification. This provides a secure platform to conduct voting. This facility is a secured, accredited 24/7/365 day environment with fully redundant data management, power and monitoring.

Our system is developed upon technology that provides 99.999% availability. Furthermore, we take the additional precaution of backing up all ballot information to a service that provides 99.999999999% durability.

AWS facilities use intrusion detection and strict firewall rules for protection from unauthorised access and denial of service attacks. Any illegal attempts on our systems are recorded and investigated.

*\*If you or your IT staff requires specific technical information about our processes, please contact us*



The TrueVote ballot voting portal is protected with a Secure Socket Layer ('SSL'). SSL is a security protocol. This is a standard technology for establishing encrypted links between TrueVote and participants (voters). This SSL enables secure transfer of private information such as, bank passwords financial transactions etc. This 'SSL' secures millions of people's data on the Internet every day.



## SECURITY *(Policies)*

TrueVote standards deliver:

- i. Ballot data that is managed to client specification
- ii. A ballot that is internally managed and not used outside the intended purpose
- iii. Information stored, accessed and released on secured connections
- iv. Data that is accessible by approved TrueVote staff or specific client representatives
- v. Ballot access credentials issued to authorised individuals
- vi. Voter information is confidential

TrueVote internal ballot systems are carefully managed with all data activity logged in real time. These logs are constantly updated throughout the ballot and form part of our compliance audit. TrueVote operates in an open and transparent manner for stakeholders in keeping with our position as an independent ballot provider.

## RETURNING OFFICER

Our returning officer will act as an independent scrutineer and resulting administrator of the ballot. You may prefer to appoint your own returning officer. In this case we would act as the assistant to your appointed returning officer. Our returning officer is available to assist the organisations and voters as requested.

## OUR SYSTEMS

All ballot activities are reviewed and regularly monitored to remain safe and reliable. At TrueVote we routinely crosscheck our ballot management activity against our procedures and internal policies.

## BALLOT *(Event Management)*

TrueVote provides ballot voting information materials in compliance with the client requirements. Clients may contribute in the distribution of ballot information.

The method of real-time email transmission of the ballot process is typically (but not exclusively) as follows:

- i. An initial 'Notice of Ballot' (includes a delivery failure report for check/validation of voter email addresses)
- ii. A ballot event email 'Vote Open' with the ballot instructions, support details and ballot screen.
- iii. 'Reminder to Vote' and 'Close of Ballot' emails
- iv. Distribution of voting letters to members without email access

## RESULTS *(Delivery & Reports)*

TrueVote release the result reports to only the named parties usually within an hour of the ballot closure.

## BALLOT (Monitoring & Accessibility)

Real time ballot observation

Appointed representatives to the ballot portal access can view:

- i. Ballot dashboard
- ii. Number of votes cast (but not preferences)
- iii. Vote roll activity (who has voted and yet to vote)

Reporting offers the generation and interrogation of:

- i. Count summaries
- ii. Ballot numbers
- iii. Ballot response participation (with date logging)

*\*individual vote identifying data can be restricted to invited observers.*

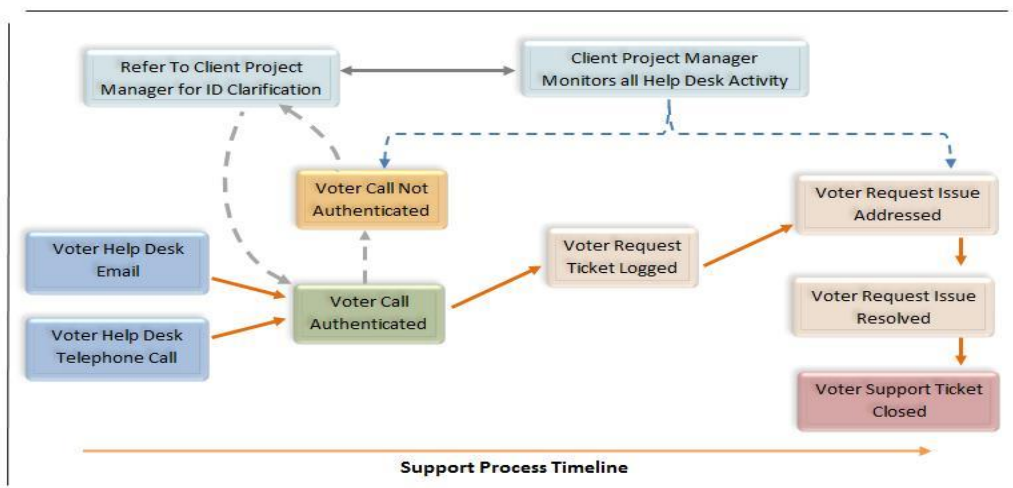
## VOTER SUPPORT

Voter support is provided with:

- i. Personalised telephone support (1300 number during business hours)
- ii. Direct email support (most hours)
- iii. Voter self-verification of their ballot preferences
- iv. Web based voter instructions (clear directions on 'how to vote')
- v. Web based voter support contact information

TrueVote ensures inbound telephone support calls (of any context) are screened against the client authorised voter roll, are caller authenticated and logged.

*\*Support is restricted to registered voters and organisation representatives.*



## VOTER ROLL

Eligible voter validation is achieved via use of an authorised client 'roll of voters'. A voter roll typically contains voters names, email addresses and may contain other additional identifiers the organisation determines as appropriate such as residential addresses, phone numbers, employee or membership number.

- Voter rolls are not accessed or viewed by third parties
- Voter rolls are archived after the ballot process is completed
- Voter roll information is securely managed and remains 100% confidential

Vote access is designed around single or two factor authentication; a unique eVote 'identification key' (supplied by us) and an identifier from the client. An eVote 'identifier' is individually designated to each eligible vote member.

*\*For more information about this policy and other aspects of our ballot services, contact us.*

## TESTIMONIALS

