

# Privacy Policy for APPs & Credit Reporting



## Our commitment

We value your trust in us as a member-owned bank. It is important for us to keep your information secure. As a bank, it is also important for us to keep your information confidential. To achieve this, we will comply with the Privacy Act 1988, the Australian Privacy Principles (APPs) and the Privacy (Credit Reporting) Code 2014.

The Privacy Act 1988 sets out how we are to collect, use, disclose and store personal, credit and credit eligibility information. The Privacy Act 1988 also requires us to have a privacy policy.

We may also, with your consent and authority, deal with your personal information under the Consumer Data Right (CDR) regime. For more information about how we collect, use, hold and disclose CDR Data under the CDR regime, see our [CDR Policy](#).

## Outline of our policy

Our Policy sets out:

- what information we collect and hold
- when you apply for a loan - what information we use from your credit report
- how we collect and hold information
- why we collect, hold, use and disclose your information
- how you can access your information
- how you can correct your information
- how you can make a complaint
- how we will deal with your complaint
- in what overseas countries we are likely to disclose your information.

## Information we collect and hold

We will collect and hold:

- your name, date of birth and evidence of identity
- your tax file number
- passwords, passcodes and secret questions used to confirm your authorisation of a transaction
- credit and debits to your accounts
- information about your membership of a trade union or professional association which may enable benefits with the bank.

When you apply for a loan we will also collect and hold:

- information about your financial position
- your current credit history.

We will only collect information that is related to our providing, or arranging others to provide:

- banking products and services
- financial advisory services
- financial accommodation
- general insurance
- travel services.

## How we collect your information

We will collect information about you and your financial position from you directly.

When you apply for a loan, we will collect information about your credit history from a credit reporting body.

## What information do we use from your credit report?

We use your credit report to check if what you have told us about your financial history is correct.

We look at the following information:

- what are your current loans
- what loans have you applied for
- if available, your repayment history on any loans and your default history
- any payment defaults reported by service providers such as telcos and energy companies
- whether there are any Court judgments against you
- whether you are, or have recently been, a bankrupt
- whether you have committed any serious credit infringements.

Your credit report will usually only contain information from the past 5 years. It may contain information from up to the past 7 years if you have committed a serious credit infringement.

We may ask you to explain why your credit report differs from what you have told us about your financial history.

## Why we collect, hold, use and disclose personal information

We collect, hold and use your information for a number of reasons, such as to:

- provide membership benefits, financial services and products or information about those benefits, services and products
- give you information about financial services and products from 3rd parties we have agreements with
- conduct market and demographic research in relation to the products and services our members acquired from us.

We also collect, hold and use personal information as required by law, for example:

- for our register of members
- to verify your identity
- to assess your capacity to pay a loan.

We collect, hold and use your information:

- when you apply for a loan - to establish your eligibility for a loan and your capacity to repay
- when you have a loan with us - to disclose the following information to a credit reporting body:
  - the fact that you have applied for a loan
  - details of the loan, when approved
  - when payments are due
  - whether you have paid on time
  - when you actually paid.

We disclose your information to other entities such as:

- entities that verify identity
- providers of payment and card services, when you make a transaction using a payment service or a card
- entities that help identify illegal activities and prevent fraud
- lawyers, conveyancers, accountants, brokers and agents who represent you
- contractors for statement printing and mail out, card production, market research or direct marketing
- affiliated product and service suppliers to provide information to you about their services and products
- credit reporting bodies and other financial institutions that have previously lent to you
- persons you use as referees
- for property loans – property valuers and insurers
- mortgage documentation service
- trustee and manager of securitised loan programs
- any guarantor or proposed guarantor of a loan
- debt collection agencies, lawyers, process servers
- our auditors
- for loans guaranteed by the National Housing Finance Investment Corporation (NHFIC) as part of the First Home Loan Deposit Scheme – to the NHFIC or the Commonwealth to meet the requirements of the Scheme.
- lenders' mortgage insurers, where relevant to credit we have provided
- any organisation we are considering merging
- external complaint resolution bodies (AFCA), where required in connection with a complaint

We will also disclose your information to law enforcement and government agencies as required by law.

## How we hold your information

We hold your information in our banking system. We have security systems to guard against unauthorised access. We also limit access to our employees on a needs basis.

We will destroy or de-identify information when we no longer need it.

## Disclosure to overseas recipients

Depending on our commercial arrangements, we, or our external providers, may disclose your personal information overseas, including credit information and credit eligibility information. The countries where we are likely to disclose personal information (including credit related information) include: New Zealand, Philippines, the Netherlands, USA, United Kingdom, Singapore and India.

However, if we, or our external providers, do disclose this information outside Australia, we will do so on the basis that the information will be used only for the purposes set out in this Privacy Policy.

## How you can access and/or correct your information

You can request access to your information at any time. If the information we hold is incorrect, you can request us to correct it.

You can make a request by contacting us, by visiting one of our branches or by telephone. Contact details can be found on our website at [www.australianmutual.bank](http://www.australianmutual.bank)

We do not currently charge any fees for giving you access to your information.

## Making a complaint

You may make a complaint to us if you consider that we have not complied with the relevant provisions of the APPs or relevant credit reporting provisions the *Privacy Act and Privacy (Credit Reporting) Code 2014*.

You can complain:

- in person at one of our branches
- by calling us on 13 61 91
- by email at [complaints@australianmutual.bank](mailto:complaints@australianmutual.bank)
- in writing to Privacy Officer, Australian Mutual Bank  
PO Box 881, Haymarket NSW 1240

We will deal with your complaint under our internal dispute resolution procedure. We will give you our Complaints Policy – Resolving Problems guide when you make your complaint.

We are also part of an external dispute resolution scheme. If you are not satisfied with how we handled your complaint, you can take the matter there. We will tell you at the time how you can contact the external dispute resolution scheme.