

# **Consumer Data Right Policy**



## About us

Teachers Mutual Bank Limited is one of Australia's largest mutual banks and operates through the four divisions mentioned below. We conduct business throughout Australia, with our headquarters located in Homebush, NSW, and 7 other offices across the country. We directly employ over 600 people.

We are a member of the Global Alliance for Banking on Values (GABV), a global network of banking organisations deeply committed to creating positive change in society as a whole. As a values-based business, we are a signatory to the GABV Kathmandu Pledge. Using ethical, sustainable and socially responsible practices is something our members have come to expect and appreciate. Being responsible and ethical are part of our core promise to members and society. In 2022, for the ninth year running, We were named one of the World's Most Ethical Companies by the Ethisphere Institute. This recognition honours superior achievements in transparency, integrity, ethics and compliance and underscores an honouree's commitment to leading with integrity and prioritising ethical business practices.

## This Policy

This Consumer Data Right Policy explains how we manage CDR data. It is relevant for our members and customers, who have products and services via the following divisions:

- Firefighters Mutual Bank
- Health Professionals Bank
- Teachers Mutual Bank
- UniBank

## Meaning of words

In this policy, the following applies:

“CDR” means the Consumer Data Right;

“CDR data” means data we hold that can be requested by you under the CDR legislation and rules;

“joint account” means an account with us that has more than one account holder;

“we”, “us” and “our” means Teachers Mutual Bank Limited ABN 30 087 650 459 AFSL/Australian Credit Licence 238981; and

“you” and “your” includes our members and customers.

## 1 Our commitment

We value your trust in us. It is important for us to keep personal information about you secure and confidential. That's why protecting your information and being clear about what we do with it is a vital part of our relationship with you.

Information about how we handle personal information generally is available in our [Privacy and Credit Reporting Policy](#), a copy of which is available on our website and on request. You should read this policy together with our Privacy and Credit Reporting Policy.

## 2 The Consumer Data Right

The CDR is imposed by law and provides consumers with rights to access data about the products offered and provided by certain data holders.

In the banking sector, the CDR is also sometimes referred to as Open Banking.

As a data holder, we are required to

share certain data we hold about the products we currently offer and products which you hold with us under the CDR legislation and rules.

You can find out more about the CDR on our website and from the Australian Government at [www.cdr.gov.au/](http://www.cdr.gov.au/)

### 3 How can you access your CDR data?

You can only access your CDR data through the CDR if you:

- are an individual account holder;
- are at least 18 years of age; and
- have at least one account with us that you can access through internet banking or our mobile app.

You can access your CDR data through service providers accredited to offer services under the CDR (who are called accredited data recipients). A list of accredited data recipients can be obtained online at [www.cdr.gov.au/find-a-provider](http://www.cdr.gov.au/find-a-provider)

You will need to give an accredited data recipient your consent to collect your CDR data from us and they will then notify us of your consent so that we can confirm your consent with you before we begin sharing your CDR data with them. When we confirm your consent, we will ask you to check the details of what you are consenting to and require that you verify your identity and consent using a One-Time Password that we send you by SMS or from your security token if you are not registered for SMS One-Time Password.

***Important!* You do not need to use or disclose your internet banking password when providing your consent to share your CDR data.**

You can withdraw or amend your consent at any time through the CDR dashboard in Internet Banking or by contacting us on **1800 862 265**. To access the CDR dashboard in Internet Banking, go the self-service menu and then select “manage data”. If you withdraw your consent, we will stop sharing your CDR data with the accredited data recipient.

### 4 What data can you obtain through the CDR?

The CDR data that is available for data sharing with accredited data recipients includes:

- **Customer data** – certain data we hold about you such as your name, contact details and occupation (if you are an individual customer) and your organisation profile and contact details (if you are a business customer).
- **Account data** – certain data we hold about your account such as your account name, type, balance, number, features, direct debits and scheduled payments and saved payees.
- **Transaction data** – certain data we hold about transactions on your account such as the transaction details.
- **Product specific data** – certain data we hold about the product the account relates to such as, where relevant to the account, the type, name, price, associated features and benefits, terms and conditions and eligibility requirements.

We only share the CDR data we are required to share under the CDR legislation and rules (required product data and required consumer data). We do

not accept requests for additional data we are not required to share (voluntary product data or voluntary consumer data).

Data sharing through the CDR may be unavailable in relation to some types of accounts or during any period in which we have placed restrictions on your account.

## 5 Joint accounts

We will only allow data sharing to be set up with an accredited data recipient for data relating to a joint account if:

- data sharing is enabled for the joint account; and
- all joint account holders are individuals who are 18 years of age or older and acting for themselves and not on behalf of another person.

Data sharing for joint accounts is enabled by default and can be managed through the CDR dashboard in Internet Banking by going to the self-service menu and then selecting “manage data” and “joint account service”.

### *When will joint account data be shared?*

While data sharing is enabled for a joint account, the ‘pre-approval option’ applies to the joint account and a new data sharing arrangement can be set up with the consent of any joint account holder without the consent of the other joint account holders (as it is considered ‘pre-approved’ by the other joint account holders).

Once a data sharing arrangement has been set up for a joint account, we will continue to share data relating to the joint account in accordance with the consent provided until:

- the consent expires;
- data sharing is stopped by the joint account holder who set it up;
- another joint account holder withdraws

their approval in the CDR dashboard in Internet Banking or by contacting us; or

- an account holder disables data sharing for the joint account (see below).

If a data sharing arrangement is stopped because of one of the above reasons you will need to set up a new data sharing arrangement if you need to re-establish data sharing from the joint account.

### *How can data sharing be stopped for a joint account?*

Any account holder can disable data sharing for a joint account at any time through the CDR dashboard in Internet Banking or by contacting us.

After data sharing is disabled for a joint account, the ‘non-disclosure option’ applies to the joint account and all existing data sharing arrangements set up for the account will be stopped. No new data sharing arrangements can be set up for the joint account after data sharing has been disabled for the account unless all joint account holders agree to re-enable data sharing for the account in the CDR dashboard in Internet Banking or by contacting us.

### *Will you be notified about data sharing in relation to your joint account?*

We will notify you about changes to data sharing in relation your joint account when required by the CDR legislation and rules. You can view these notifications in the CDR dashboard in Internet Banking. Where permissible, you can manage how and how frequently we send you these notifications by other methods in the CDR dashboard in Internet Banking.

We may not give you certain notifications where we consider doing so is necessary to prevent physical, psychological or financial harm or abuse to any person.

## 6 Allowing a third party to share data on your behalf as a secondary user

An account holder (who is an individual) can allow a third party as a secondary user to share data from your accounts.

For account holders who are non-individuals or partnership i.e. business account holders, see No. 7 below. This applies to accounts held by you in your sole name as well as in joint names. Note a secondary user is not joint account holder. They are individuals whom you have given permission to make transactions on your accounts. We call this the secondary person having account privileges. They are usually individuals like an attorney transacting under your power of attorney or third party whom you have given an "Authority to Operate" your accounts.

A secondary user must be at least 18 years of age. You as the account holder must have given instruction to us to treat this person as a secondary user for the purposes of CDR rules.

### *What data can a secondary user share?*

A secondary user may consent to the disclosure of your account data, transaction date and product specific data (see No. 4 above for definitions) but not your customer data. A secondary user cannot share your personal information.

### *What control do you have as an account holder over the secondary user?*

We provide you as an account holder with online functionality for making and withdrawing a secondary user instruction. Where you withdraw a secondary user instruction in relation to a particular account, the person will no longer be a secondary user of that account, If you have made that person a secondary user for more than one account, the secondary

user will be able to continue to share from those other accounts until you withdraw your secondary user instruction on every account.

### *Secondary user and joint accounts:*

Once a secondary user instruction is in place for a joint account:

- if a pre-approval option applies to the joint account and the disclosure option of the account is set to pre-approved, secondary users can independently authorise the sharing of data on the joint account, creating an approval as they do so. Oversight is provided to the joint account holders through notifications and the consumer dashboard.
- if the disclosure option of the account is set to no disclosure, then secondary users will not be able to share data from that account.

## 7 How do non-individual or partnership account holders (business account holders) share its consumer data?

An account holder who is a non-individual or partnership must nominate at least one individual as a nominated representative for CDR data to be shared on its behalf. Once nominated, the nominated representative can authorise and manage consumer data sharing arrangements on behalf of the non-individual or partnership. The business account holder can only have view function of the CDR data sharing arrangement. A non-individual or partnership account holder will not be able to share consumer data if it does not have any nominated representative.

We provide non-individual and partnership account holders with a service through our branch network or over the telephone to nominate one or more nominated representatives who can then use our

online service to grant and manage authorisations to disclose consumer data on behalf of the business.

- We also provide service over the phone or at our branch for the non-individual or partnership account holders to: revoke such nominations and to nominate other representatives; and
- withdraw any authorisation to share CDR Data that had been given and managed by the nominated representative.

A nominated representative must be:

- an individual 18 years or older
- Have an operational relationship with at least one existing business account that is open and
- has internet banking access with internet banking login that:
  - is enabled for data sharing;
  - is not blocked;
  - has either full or enquiry access to the account that they are sharing data from.

He or she must also be:

- an existing signatory to the business account or holds a valid "Authority To Operate"; and
- have been authorised by the business to act as an agent for the business and authorised to transact on the business account.

We will require the nominated representative's identity to be verified according to our processes before he is accepted as a nominated representative.

***Scope of a nominated representative's authority to share CDR data on behalf of the business:***

Once nominated as a data sharing representative, the nominated representative can share data from the account or accounts which they have been authorised by the account holder.

As per section 4 above, the nominated representative can choose to share either **Account data, Transaction data, or Product specific data.** They cannot share customer data pertaining to any other account holders.

## 8 Correcting CDR data

If you think any of your CDR data is wrong, you can ask us to correct it by contacting us using our contact details at the end of this policy.

We will acknowledge your request to correct your CDR data as soon as possible.

We will give you a written notice, by electronic means, that indicates what we did in response to your request and if we did not think it appropriate to correct the CDR data or include a statement with the CDR data as a result of your request we will tell you why.

We will not charge you any fee in relation to a request that we correct your CDR data.

## 9 Making a complaint

You can make a complaint about our treatment of your CDR data by contacting us using the details set out at the end of this policy. We will deal with the matter via our internal complaints processes – see the Complaints resolution page on our website for more information.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints

Authority (AFCA) or the Office of the Australian Information Commissioner (OAIC):

### **Australian Financial Complaints Authority (AFCA)**

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

Mail: GPO Box 3,  
Melbourne VIC 3001

Note: Time limits may apply to complain to AFCA, so you should act promptly or otherwise consult their website to find out if or when the time limit relevant to your circumstances expires.

### **Office of the Australian Information Commissioner (OAIC)**

If you are an individual or a small businesses with an annual turnover of \$3 million or less, and you think a CDR provider has mishandled your CDR data, you can lodge a complaint with OAIC for free.

Website: [www.oaic.gov.au/consumer-data-right/cdr-complaints/](http://www.oaic.gov.au/consumer-data-right/cdr-complaints/)

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Phone: 1300 363 992

Mail: GPO Box 5218,  
Sydney NSW 2001

## **11** How to contact us or find out more

For all CDR related queries, requests for correction of CDR data, complaints or any other requests, or to request a printed version of this policy, use any of the methods set out below:

Australian Mutual Bank, Firefighters Mutual Bank, Health Professionals Bank, Teachers Mutual Bank and UniBank are divisions of Teachers Mutual Bank Limited ABN 30 087 650 459 AFSL/Australian Credit Licence 238981.

**Email:** [contactus@fmbank.com.au](mailto:contactus@fmbank.com.au)  
[enquiry@hpbank.com.au](mailto:enquiry@hpbank.com.au)  
[enquiry@tmbank.com.au](mailto:enquiry@tmbank.com.au)  
[enquiry@unibank.com.au](mailto:enquiry@unibank.com.au)  
[info@australianmutual.bank](mailto:info@australianmutual.bank)

**Fax:** (02) 9704 8205

**Phone:** 1800 862 265

**Mail:** GPO Box 5313,  
SYDNEY NSW 2001

**Webchat:** Available in Internet Banking

## **10** Amending this policy

We may amend this policy at any time. The most current version will be published on our website and is available on request.

