

Privacy Policy



Our commitment

We value your trust in us as a bank. It is important to us to keep your information secure and confidential.

We will comply with the Privacy Act 1988, the Australian Privacy Principles (APPs) and the Credit Reporting Privacy Code.

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.

Outline of our Policy

Our Policy sets out:

- › What information we collect and hold
- › What information we use from your credit report when you apply for a loan
- › 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

Personal information includes any information which may identify you, such as your name, date of birth, address, the number and ages of your dependants, and employment information. If you use our website or mobile applications, we may collect information about your location or activity, including IP address, use of third-party sites, and other user information.

Credit-related information means both:

- › Credit information, which is information which includes your identity; the type, terms and maximum amount of credit provided to you, including when that credit was provided and when it was repaid; repayment history information, financial hardship information (including information that any repayments are affected by a financial hardship arrangement), default information (including overdue payments); payment information; new arrangement information; details of any serious credit infringements; court proceedings information; personal insolvency information and publicly available information; and
- › Credit eligibility information, which is credit reporting information supplied to us by a credit reporting body, and any information that we derive from it

We refer to personal information and credit-related information collectively as 'information' in this document.

Information we collect and hold (continued)

We will collect and hold your information including:

- > 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
- > Your facial image captured by cameras on our property (including ATMs)

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

- > Information about your financial position
- > Your current credit history

We may also collect and hold additional personal information about you throughout the life of the product or service, for example transactional and fraud monitoring information, such as IP address information.

When you use our website, mobile applications or interact with any emails we send you, we may collect information about your location or activity, including IP address, telephone number and whether you have accessed third party sites, the date and time of visits, the pages that are viewed, information about the device used, and other user location information. We collect some of this information using cookies (for more information, please see our Cookie Statement).

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

- > Banking products and services
- > Financial advisory services
- > Financial accommodation
- > General insurance
- > Travel services

We will only collect sensitive information about you with your consent.

Due to the nature of the services provided by us, some of the information we collect may be sensitive information, including details about your race, ethnic background, biometrics (such as your fingerprint or voiceprint) or health information and may include any information you tell us about any vulnerability you may have. For example, if you disclose to us a medical condition in connection with a hardship application, we may collect this information.

How we collect your information

We will collect information about you and your financial position from you directly including in application forms and in communications with you.

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

We may also collect information about you from other people and organisations, for example, your representatives, your employer and service providers, including to prevent fraud.

Information 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, 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 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 have acquired from us
- › To comply with legislative requirements and to prevent fraud and other criminal activities
- › Protect the safety and security of our staff and visitors

We will not send you any marketing, if you tell us not to. Please contact us in person at one of our branches, by calling us on 1300 747 747, by email at privacy@quodosbank.com.au or in writing to Locked Bag 5020 Mascot NSW 1460 Australia.

We also collect, hold and use 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
- › 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
 - › Your repayment history with us
 - › Whether you have entered into a financial hardship arrangement (either with us or some other third party)

We disclose your information and the fact that you have applied for a loan to other entities such as:

- › Providers of payment and card services, when you make a transaction using a payment service or a card
- › Entities that verify identity
- › Lawyers, Conveyancers, Accountants, Brokers, Agents and other service providers who represent you and/or provide services to you
- › Contractors for statement printing and mail out, card and cheque 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
- › Trustees and managers of securitised loan programs
- › Any proposed borrower or borrower or any proposed guarantor or guarantor of a loan
- › Debt collection agencies, lawyers, process servers
- › Companies that provide information and infrastructure systems to us including advertising/ marketing companies
- › Our auditors
- › Qantas Airways Limited for awarding Qantas Points
- › Organisations that help identify illegal activities and prevent fraud
- › Investors, agents or advisers, trustees, rating agencies or any entity that has an interest in your finance or our business

We will also disclose your information to law enforcement and government agencies as required by law. We may disclose your personal information to a lenders mortgage insurer - Genworth Financial Mortgage Insurance Pty Limited - if we decide to insure the loan.

Service providers

In order to provide our services to you and to provide you with information about other products and services offered or distributed by us, we may disclose your personal information to organisations to whom we contract out functions.

We will not pass on your information to other organisations to join a mailing list for junk mail.

External service providers to whom we contract out some of our functions include: IT, mailing, statements, electronic payment processing, card processing, chequing, withdrawals and deposits, legal, auditing, collection and insurance.

We may disclose your information to them so that they can provide the services we have contracted to them. Where possible, all our service providers are subject to the APPs or to contractual arrangements imposing substantially similar obligations.

How we hold your information

We hold your information electronically or in hard copies at secure locations.

We have security systems and measures in place to guard against unauthorised access and to protect information we hold.

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

Disclosure to overseas recipients

We may disclose your information to the United Kingdom if you make online purchases using a Visa debit or credit card as part of the Visa Secure and EFTPOS Secure service.

We may also disclose your information overseas if you request us to arrange an international funds transfer (more information will be provided when you make such a request).

However, if we 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 document.

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 qudosbank.com.au/support/legal/privacy.

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 of the Privacy Act and the Privacy (Credit Reporting) Code 2014.

You can complain:

- > In person at one of our branches
- > By calling us on 1300 747 747
- > By email at privacy@qudosbank.com.au
- > In writing to Locked Bag 5020 Mascot NSW 1460 Australia

We will deal with your complaint under our internal dispute resolution procedure.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

- > Website: www.afca.org.au
- > Email: info@afca.org.au
- > Telephone: 1800 931 678 (free call)
- > In writing to: Australian Financial Complaints Authority
GPO Box 3,
Melbourne VIC 3001

Making a complaint (continued)

Under the Privacy Act you may complain to the Office of the Australian Information Commissioner about the way we handle your information.

The Commissioner can be contacted by:

- > Website: www.oaic.gov.au
- > Email: enquiries@oaic.gov.au
- > Telephone: 1300 363 992
- > Address: GPO Box 5218,
Sydney NSW 2001

Changes to our Privacy Policy

From time to time it may be necessary for us to review and revise our Privacy Policy.

We reserve the right to change our Privacy Policy at any time. If we do change our Privacy Policy we will place amended versions of this brochure in all our branches and post an updated version on our website.

1300 747 747 | qudosbank.com.au