

# Privacy notification for banking and lending customers



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# Privacy notification for banking and lending customers

## Introduction

This Privacy Notification describes how Bank Australia properly manages the collection, use, storage and disclosure of your personal information (including credit-related information).

We recognise the importance of protecting your personal information, and are committed to complying with the Privacy Act 1988, the Australian Privacy Principles, and any industry Code of Practice which we have subscribed to.

View a copy of our Privacy and Credit Reporting Policy at [www.bankaustralia.com.au/privacy](http://www.bankaustralia.com.au/privacy)

## Information we may collect – including in connection to the provision of credit

We will only collect and hold personal information for the purpose of providing products and services to you, managing our business and as required by law.

The following are examples of the types of information we may collect and hold:

- contact details including your name, postal or residential address, email, telephone numbers including mobile numbers;
- information and documents to verify your identity including date of birth, tax file number; previous 2 addresses, your current and last known employer, a copy of your driver's licence or passport;
- passwords, passcodes and knowledge-based questions used for your account security
- voice verification using your voice print on calls for your account security;
- information about your financial position;
- information regarding your personal circumstances such as vulnerability and financial difficulties where we consider it reasonably necessary to provide you with products and services;
- job applications and related information – if you apply for a job with us, please see our [Privacy Notification for Job Applicants](#); and
- information relating to your use of the Bank Australia website, internet banking and/or application (“App”).

Where sensitive information is required as part of your application for credit, to support you during any financial difficulties or to provide certain services (e.g. voice print for VoiceID or health information), you will be asked for your consent prior to it being collected.

In connection to the provision of credit, information we may collect includes:

- your credit file, your credit history, and applications for credit
- your repayment history;
- information about your current or terminated consumer credit accounts;
- financial hardship information about you. This may include information about whether your obligations are affected by a financial hardship arrangement, any unexpected changes to your financial situation (such as losing employment), relationship breakdown or a death in the family, family and domestic violence, details of injury, illness, gambling or addiction; and where you have been impacted by an emergency event or a natural disaster;
- information about your payments overdue for at least 60 days and for which collection action has commenced;
- whether you are a guarantor; and
- other information about credit standing, worthiness, history or capacity that credit providers can disclose under the Privacy Act, including a credit report.

We may collect personal information from you by various means including in-person, by telephone, using video conferencing, by email, by letter, and through our website, social media channels, and mobile apps.

### **Reasons we collect and hold information**

We may collect, hold, use and disclose your personal information for the purposes of:

- assessing and processing your application to acquire, administer or discontinue any financial or banking products and services that we provide;
- when providing credit to you, this may include assessing your application for consumer or commercial credit or to be a guarantor, assessing your credit worthiness, managing your loan or the arrangements under which your loan is funded or in the collection of overdue payments including notifications via SMS;
- considering support during any financial difficulties you face including for the purposes of entering into a financial hardship arrangement;
- identity verification and customer due diligence to meet our obligations under anti money laundering and counter- terrorism financing laws, and to protect your account from unauthorised access;
- complying with legislative and regulatory obligations, for example we are legally obliged to collect and hold personal information about you to assess your capacity to repay a loan;
- providing information to joint account holders;
- confirming security information, including notifications via SMS;
- providing you with information about your payment transfers and any details regarding overdrawn accounts or accounts in arrears, or when we combine or set off your accounts, including notifications via SMS;

- providing you with information about financial services and products from third parties we have arrangements with;
- obtaining further information about you from credit reporting agencies and other third parties to assess your application;
- conducting research, including customer satisfaction research and market or demographic research in relation to the products and services you and other members may acquire from us, planning, product development or risk assessment;
- sending you marketing material, promotional messages and other information that may be of interest to you (see “Marketing preferences, data security and online privacy section”) including membership benefits; and
- investigating disputes, complaints or mistaken payments.

Wherever possible we will collect personal information directly from you. However when you apply for credit or apply to be a guarantor, we will collect information about your credit history from a credit reporting body and other lenders. From time to time we may ask you to confirm your contact information.

If you do not provide us with the personal information we request, we may not be able to consider your application for credit or provide other products or services.

### **Disclosure of information – including your credit-related information**

We may disclose your personal information (including credit-related information) to other organisations that provide services that assist us in supplying or administering the products and services that we offer. We also disclose your personal information as required by law. We only disclose your personal information to the extent necessary and as required by law.

We do not generally disclose your information to overseas recipients. 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 notice.

The types of organisations that we may provide your personal information to are:

- organisations that provide information to verify your identity and income, including electronic verification.;
- organisations that provide document management systems used to collect documents from you used to support your application for credit;
- organisations that provide services to verify the authenticity of documents and information that you provide us to support your application for credit;
- organisations that provide services which assist us to aggregate information that you provide with your application for credit, in order for us to assess your creditworthiness;
- our professional advisers such as lawyers, accountants or auditors;
- providers of payment and card services when you make a transaction using a payment service or a card;

- your representatives, such as professional advisers including lawyers and accountants, conveyancers, brokers and agents;
- entities that help identify illegal activities or prevent fraud;
- external service providers for statement printing and mail out, card and cheque production, market research or direct marketing;
- third party product and service suppliers to provide information to you about their services and products or other third parties with your consent or where authorised, including organisations with whom we have arrangements to jointly provide you with products or services;
- insurers;
- credit reporting bodies, banks and other financial institutions, or credit providers and their professional advisers;
- persons you use as referees;
- for property loans – property valuers, proposed or actual guarantors and insurers such as our lenders’ mortgage insurers, or;
- mortgage documentation service providers;
- trustees and managers of securitised loan programs;
- debt collection agencies, credit reporting bureaus, process servers; or
- government or regulatory agencies, bodies or corporations, statutory bodies, courts of law, tribunals or regulators, or otherwise as required by law or to assist with enforcement activities.

This includes for loans guaranteed by Housing Australia as part of the Home Guarantee Scheme (Scheme) – to Housing Australia or the Commonwealth to meet the requirements of the Scheme, and, for loans guaranteed by the Commonwealth under the SME Guarantee Scheme – to the Commonwealth to meet the requirements of the Scheme.

The credit reporting bodies that we disclose information to are Equifax, Experian and illion.

If you do not make your repayments when they fall due or commit a serious credit infringement, we may be able to disclose this to Equifax, Experian and illion. Any information that we provide to these bodies may be included in reports provided to credit providers to help them assess your creditworthiness. This may include information about whether you make repayments on time and whether your obligation to make those payments has been affected by a financial hardship arrangement.

You can ask Equifax, Experian and illion to not use your information for pre-screening of direct marketing by a credit provider. You can also ask them not to use or disclose your information if you reasonably believe that you have been or are likely to be a victim of fraud.



## Contact details:

### Equifax

Phone: 13 83 32  
Mail: PO Box 964, North Sydney, NSW 2059.  
Website: [www.equifax.com.au](http://www.equifax.com.au)

### Experian

Phone: 1300 783 684  
Mail: GPO Box 1969, North Sydney, NSW 2060  
Website: [www.experian.com.au](http://www.experian.com.au)

### Illion

Phone: 13 23 33  
Mail: PO Box 7405, St Kilda Rd, Melbourne, VIC 3004  
Website: [www.illion.com.au](http://www.illion.com.au)

The Consumer Data Right (CDR) gives you the right to:

- access some of the data, including personal information, held about you by us; and
- consent to an accredited third party accessing your data held by us.

We have a policy about our management of CDR Data. It is available on our website. You can also obtain an electronic or hard copy from us on request.

## Marketing preferences, data security and online privacy

Marketing material can be delivered by a range of methods including sms, email and, online advertising and social media in accordance with the Spam Act 2001 (Cth) and the Privacy Act.

If you receive marketing material from us and do not wish to receive this information any longer, please contact us directly or use the unsubscribe facilities included in our marketing communications.

Where applicable, you can opt out from receiving marketing material from us, by using the applicable 'unsubscribe' functionality or by contacting us directly.

Please note that marketing material does not include important information about your account. If you are a Bank Australia customer, we will use your personal information to send you messages containing important information about your account. These messages are an important part of the service that we provide to you and will be sent to you as long as you hold an account with us. Customers with an account cannot opt-out of receiving these messages.

## Data security

We hold your information in our banking system. As a bank, we must comply with data privacy and security regulations. We have security and control systems in place to guard against unauthorised access. We will destroy or de-identify information when we no longer need it.



## Online privacy

### Cookies

“Cookies” give users of our web server or application a unique, random identification by storing small text files onto your computer’s hard drive with your internet browser.

How we use cookies:

1. Unique identifiers (such as login name and password) are collected from web site visitors to verify a user’s identity and for use as account numbers in our record system.
2. Unique identifiers are also used to access stored information about a visitor’s preferences to enable the dynamic display of the site according to your preferences when you return.
3. Targeting or advertising – these cookies are used to deliver marketing and advertising material that are relevant to you. They also limit the number of times that you see an advertisement and help Bank Australia ensure the effectiveness of our marketing campaigns.

### Disabling Cookies

It is possible to disable the acceptance of cookies by your web browser. However, doing so may restrict your ability to access some web pages.

If you prevent the use of cookies, the information mentioned above will no longer be stored by your browser and with every visit your information will be required and have to be completed again. You should also note that the use of Digital Banking is not possible without the use of cookies. Specific settings regarding cookies depend on the type of browser.

For more detailed information, please refer to our [Website Security & Privacy Statement](#)



## Further assistance & how to contact us

### How to change your details

You can request to access and update the personal information that we hold about you. You can make a request by writing to us (at the details set out below); telephoning us on 132 888; or by visiting one of our branches.

### Enquiries / Complaints

We also offer an internal complaint resolution scheme which any customer can access at any time without charge.

If you consider that we have not met our obligations under the Privacy Act and/or the APPs, you may make a complaint or seek further assistance in the following ways:

- in person at one of our branches;
- complete our online form at <https://bankaust.com.au/support/contact-us/>
- phone us on 132 888; or
- write to us at the address below.

#### Privacy Officer, Bank Australia

Mail: 50 Moore Street, Moe, VIC 3825

Email: [privacy@bankaust.com.au](mailto:privacy@bankaust.com.au)

If we were unable to resolve your complaint, you can also contact the following external bodies to see if they are able to assist:

#### Office of the Australian Information Commissioner

Mail: GPO Box 5218 Sydney NSW 2001

Telephone: 1300 363 992

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

#### Australian Financial Complaints Authority

Mail: GPO Box 3 Melbourne, VIC 3001

Telephone: 1800 931 678

Fax: (03) 9613 6399

Interpreter

service: 131 450

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

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