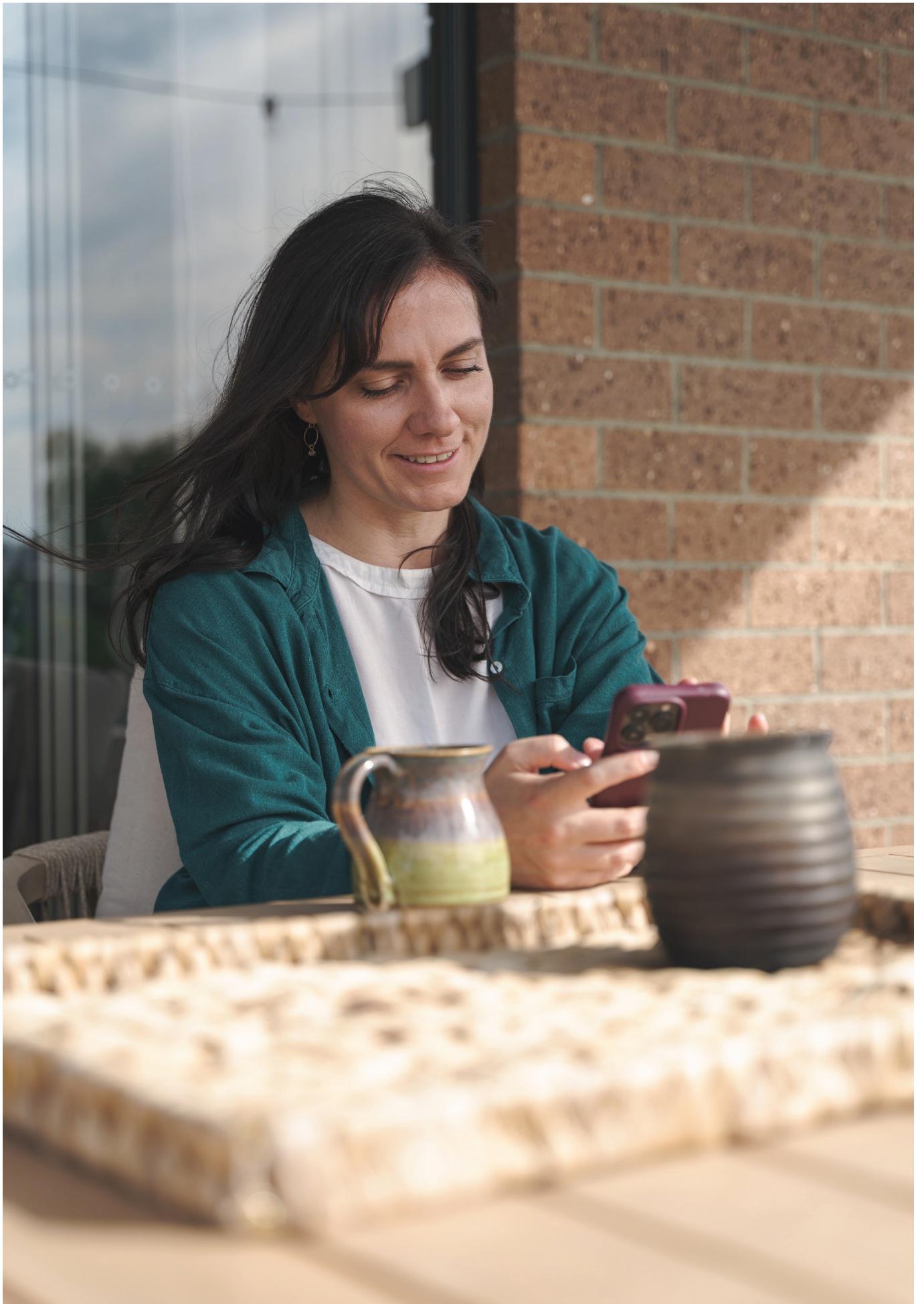


# Consumer Data Right Policy

October 2024



# Contents

|                                     |          |
|-------------------------------------|----------|
| <b>Consumer Data Right Policy</b>   | <b>4</b> |
| About this Policy                   | 4        |
| About the Consumer Data Right (CDR) | 4        |
| What is CDR data?                   | 4        |
| How do I access my Consumer Data?   | 5        |
| How do I correct my Consumer Data?  | 6        |
| How do I make a complaint?          | 6        |

# Consumer Data Right Policy

## About this Policy

This policy has information about how Bank Australia handles data under the Consumer Data Right (CDR) and only applies to data under the CDR regime (CDR Data).

For information about how we collect, use, hold and disclose your personal information under Privacy Laws, please refer to our Privacy and Credit reporting Policy [bankaust.com.au/good-to-know/privacy-and-credit-policy-reporting](https://bankaust.com.au/good-to-know/privacy-and-credit-policy-reporting)

## About the Consumer Data Right (CDR)

The CDR was introduced by the Australian Federal Government to give customers rights to their data.

### What can you do?

Under the CDR legislation, you can:

- Request access to CDR data
- Authorise us to share your CDR data with accredited persons
- Ask us to correct your CDR data if it is incorrect

You can access your CDR data by authorising Bank Australia to share the data we hold about you with data recipients who are accredited under the CDR regime to receive consumer data.

### Like to know more about CDR?

To learn more about CDR, visit the Australian Government CDR website [www.cdr.gov.au](http://www.cdr.gov.au)

## What is CDR data?

CDR data includes both Consumer Data and Product Data.

### Consumer Data

Consumer Data is information that relates to you including:

- Customer information e.g. your name and contact details
- Account details e.g. your account number, account name and account balances
- Transaction information e.g. dates, description and the amount debited or credited

## Product Data

Product Data is information about particular products that we provide as well as their key features and terms and conditions. Product Data is public information and is not information about you or your products.

At present the CDR applies to 'Required Data' and 'Voluntary Data' types of data:

- Required Data is information that we are required to share by CDR legislation
- Voluntary Data is other information that we may choose to share

## Disclosing Data

We will only disclose CDR Data to an accredited person if you have authorised us to do so.

We will only disclose CDR Data as required under the CDR regime or to otherwise comply with the law. We will not accept any requests for disclosure of voluntary data.

## How do I access my Consumer Data?

You can access your Consumer Data that we hold by authorising us to share it with an accredited data recipient so they can provide you with a product or service. Under the CDR, we will only share your Bank Australia Consumer Data if you give us permission to do so, unless required by law.

## How does sharing work?

- It's available to individuals over 18 years of age and certain businesses.
- To share your CDR data you'll need to have an email address registered with Bank Australia.
- You'll need to provide your consent to the accredited data recipient to collect your CDR data (on their site or app), and then they'll redirect you to Bank Australia.
- We'll ask you to enter your registered email address with us and then we'll send you a One Time Password accessible via your email. **Note:** We will never ask you to share your Bank Australia internet banking password with us or a third party.
- You'll be able to choose what CDR data and the accounts you wish to share with the accredited data recipient.
- You'll be asked to authorise us to share your CDR data with the accredited data recipient, including the period of time you wish to share your data.
- If you change your mind later, then you'll be able to review all your sharing arrangements and stop sharing at any time via the Bank Australia Internet Banking facility.

## Accredited data recipients

Only accredited data recipients you authorise are able to access your data under the CDR legislation. To learn more about accreditation, visit the Australian Government CDR website: [www.cdr.gov.au](http://www.cdr.gov.au)

## How do I correct my Consumer Data?

If the CDR Data we hold is incorrect, you can ask us to correct it. You can make a request by contacting us in the following ways:

- Call us on 132 888
- Visit one of our branches
- Email via our website [www.bankaustralia.com.au/support/contact-us](http://www.bankaustralia.com.au/support/contact-us)
- Write to us: Bank Australia, Locked bag 2035, Collingwood, 3066

If you feel we haven't adequately addressed your request, you can make a complaint using the process below.

## How do I make a complaint?

If you are unhappy with the way that we have dealt with your CDR Data, you can access our internal dispute resolution process at any time without charge.

### Contact us

You can make a complaint in the following ways:

- Call us on 132 888
- Visit one of our branches
- Email via our website [www.bankaustralia.com.au/support/contact-us](http://www.bankaustralia.com.au/support/contact-us) with the reference 'CDR Complaint'
- Write to us: Resolution Team, Locked bag 2035, Collingwood, 3066

When you make a complaint, you will need to let us know your full name, contact details, a short description of your complaint and your desired resolution.

How your complaint is resolved will depend on your complaint. For example, we may resolve your complaint by:

- correcting any incorrect CDR data
- deleting CDR data
- formal apology

### Australian Financial Complaints Authority

If you are not satisfied by how your complaint is managed, you may refer your complaint to the Australian Financial Complaints Authority for an external and impartial review of your complaint. When we advise you about a complaint outcome, or if a complaint can't be fixed within an acceptable time, we will explain how you can access these services.

To learn about our complaints process, how we work with you to resolve your complaint and what you can do if you're not satisfied with the outcome, see our complaints process at [www.bankaustralia.com.au/support/contact-us/complaints-and-disputes](http://www.bankaustralia.com.au/support/contact-us/complaints-and-disputes)

If the complaint involves your personal information, you may also take your matter to the Office of the Australian Information Commissioner (OAIC). We will advise you at the time how you may contact the OAIC.

