



# Privacy Notice

**24 October 2018**

**Australian Unity Bank Limited**

**ABN: 30 087 652 079 AFSL/Australian Credit Licence: 237994 BSB 803-228**

**GPO BOX 1801 Melbourne VIC 3001 T: 1300 790 740 E: [bankingsupport@australianunity.com.au](mailto:bankingsupport@australianunity.com.au) W: [australianunity.com.au](http://australianunity.com.au)**



## How to Contact Us

You can contact us using one of the following methods:

- ☎ Phone us on 1300 790 740 (Monday to Friday – 8.30am to 5.30pm AEST)
- ✉ Write to us at GPO Box 1801, Melbourne VIC 3001
- ✉ Email us at: [bankingsupport@australianunity.com.au](mailto:bankingsupport@australianunity.com.au)

## Security Information

To report the unauthorised use of your PayID, mistaken or fraudulent payments please contact us on the information above.

## Customer Owned Banking Code of Practice

We subscribe to the Customer Owned Banking Code of Practice.

The 10 Key promises under the Code are:

1. We will be fair and ethical in our dealings with you
2. We will focus on our Customers
3. We will give you clear information about our Products and Services
4. We will be responsible lenders
5. We will deliver high customer service and standards
6. We will deal fairly with any complaints
7. We will recognise Customers' rights as owners
8. We will comply with our legal and industry obligations
9. We will recognise our impact on the wider community
10. We will support and promote the Customer Owned Banking Code of Practice

Further details on the code can be found at our website.

## 1. Introduction

Australian Unity Bank Limited (Australian Unity) (ABN 30 087 652 079) ('we', 'us', 'our') respects the privacy rights of our customers and is bound by the Australian Privacy Principles under the Privacy Act 1988 (Cth) (Privacy Act). We are also bound by Division 3 of Part IIIA of the Privacy Act, which regulates the handling of credit information, credit eligibility information, related information by credit providers and the Credit Reporting Privacy Code.

## 2. What Information Can Be Disclosed?

The Privacy Act allows us and other applicable persons to disclose personal information about you when related to the primary purpose for which it was collected. In connection with providing credit to you, personal information may include credit information:

- Details to identify you and verify your identity, such as your name, sex, date of birth, current and 2 previous addresses, your current and last known employer, and your driver's licence number;
- The fact that you have applied for credit and the amount or that we are a current credit provider to you, or that you have agreed to be a guarantor;
- Advice that payments previously notified as unpaid are no longer overdue;
- Information about your current or terminated consumer credit accounts and your repayment history;
- Payments overdue for at least 60 days and for which collection action has started;
- In specified circumstances, that in our opinion you have committed a serious credit infringement;
- The fact that credit provided to you by us has been paid or otherwise discharged; and
- Other information about credit standing, worthiness, history or capacity that we can disclose under the Privacy Act, including a credit report.

Your sensitive information (e.g. membership of a professional or trade association) may also be disclosed where relevant to the purposes for collecting it.

## 3. Why Do We Obtain Information?

Before, during or after the provision of our products and services to you, we may obtain your personal information for the purpose of providing products and services to you and managing our business.

When providing credit to you, this may include assessing your application for consumer or commercial credit or to be a guarantor for the applicant, assessing your credit worthiness, managing your loan or the arrangements under which your loan is funded or collecting overdue payments.

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

## 4. Who Can Give or Obtain Information?

For the purpose of providing products and services to you and managing our business, we may give information to:

- External service providers to us, such as organisations which we use to verify your identity, payment systems operators, mailing houses and research consultants;
- Insurers and re-insurers, where insurance is provided in connection with our services to you;
- Superannuation funds, where superannuation services are provided to you;
- Debt collecting agencies, if you have not repaid a loan as required;
- Our professional advisors, such as accountants, lawyers and auditors;
- State or territory authorities that give assistance to facilitate the provision of home loans to individuals;
- Other credit providers and their professional advisors;
- Your representative, for example, lawyer, mortgage broker, financial advisor or attorney, as authorised by you; or
- Government and regulatory authorities, if required or authorised by law.

In addition, in connection with providing credit to you, we may:

- Obtain a commercial and consumer credit report containing personal information about you from a credit reporting body

- Obtain personal information about you from your employer and any referees that you may provide
- Exchange credit information about you with each other, and
- Exchange credit information about you with any credit reporting body and any other provider of credit to you named in your credit application or a credit report from a credit reporting body.

Credit Providers can mean:

- Us;
- Our related companies;
- Any introducer, dealer or broker referred to in a loan application;
- Any agent or contractor of ours assisting in processing a loan application; and
- Any party involved in a securitisation arrangement which we use to fund your loan in the securitisation of your loan, including re-insurers and underwriters, loan servicers, trust managers, trustees and security trustees and any loan originator that may be involved.

#### **Overseas disclosures**

We may disclose your personal information overseas. 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.

#### **5. Important Information About Credit Reporting Bodies**

If you apply for or hold any kind of credit with us, we may disclose information about you to a credit reporting body. That includes disclosing that you are in default under a credit agreement or have committed a serious credit infringement, if that is the case.

Specifically, we may disclose information to or collect information from Equifax (whose privacy policy and contact details are at [www.equifax.com.au](http://www.equifax.com.au)) and Illion (whose privacy policy and contact details are at [www.illion.com.au](http://www.illion.com.au)).

Credit reporting bodies collect credit information about individuals which they provide as credit reports to credit providers and others in the credit industry to assist them in managing credit risk, collecting debts and other activities.

"Credit pre-screening" is a service for credit providers wishing to send direct marketing material about credit services. A credit reporting body uses information it holds to screen out individuals who do not meet criteria set by the credit provider. Credit reporting bodies must maintain a confidential list of individuals who have opted out of their information being used in pre-screening.

To opt out of credit pre-screening, contact the credit reporting body, using the contact details on their websites, referred to above.

You can also ask a credit reporting body not to use or disclose your personal information for a period if you believe on reasonable grounds that you have been or are likely to be a victim of fraud, including identity fraud.

#### **6. Disclosure to Insurers and Guarantors**

##### **Lenders' mortgage and trade insurers**

In connection with providing credit to you, a lenders' mortgage insurer or a registered trade insurer may obtain credit information about you from us or from a credit reporting body to assess whether to provide lenders' mortgage insurance to us in relation to an application for consumer credit, or whether to provide trade insurance to us in relation to an application for commercial credit.

##### **Guarantors**

In connection with providing credit to you, we may give a guarantor, or a person who is considering becoming a guarantor, credit information about you for the purpose of enabling the guarantor to decide whether to act as a guarantor or to keep informed about the guarantee.

#### **7. Personal Information About Third Parties**

You represent that, if at any time you supply us with personal information about another person (for example a referee), you are authorised to do so; and you agree to inform that person who we are, how to contact us, how to obtain our 'Privacy and Credit Reporting Policy', and that we will use and disclose their personal information for the purposes set out in this Notice and that they can gain access to that information by contacting us.

## **8. Security, Privacy and Credit Reporting Policy, and Marketing Preferences**

### **Security**

We take all reasonable steps to ensure that all your personal information held by us (on our website or otherwise), is protected from misuse, interference and loss, and from unauthorised access, disclosure or modification.

### **Privacy and Credit Reporting Policy**

Our Privacy and Credit Reporting Policy provides additional information about how we handle your personal and credit-related information. It sets out how you can ask for access to personal and credit-related information we hold about you and seek correction of that information. It also explains how you can complain about a breach of the Privacy Act or the Credit Reporting Privacy Code, and how we will deal with your complaint. We will give you a copy of our 'Privacy and Credit Reporting Policy' on request, alternatively you may obtain a copy from our website.

### **Marketing preferences**

We may use, and share with each other, information about you to inform you about products and services (unless you ask us not to). We may do so even if you are on the Do Not Call Register.

## **9. Privacy Officer**

Privacy Officer's contact details are:

### **The Privacy Officer**

Australian Unity Bank Limited

✉ Write to us at GPO Box 1801 Melbourne VIC 3001

☎ Phone us on 1300 790 740 (Monday to Friday – 8.30am and 5.30pm AEST)

✉ Email us at:

[bankingsupport@australianunity.com.au](mailto:bankingsupport@australianunity.com.au)

## **10. Disclaimer**

This Notice is provided for the purposes of information only. While we have taken care to ensure that it is accurate and current, we provide no guarantee as to its accuracy or currency. We accept no liability for loss or damage suffered as a result of reliance on the information provided in this Notice.