

Privacy Policy for APPs & Credit Reporting



Our commitment

We value your trust in us as a member-owned bank. It is important for us to keep your information secure and confidential. To achieve this, we will comply with the Privacy Act 1988, (which includes the Australian Privacy Principles (APPs) and Part IIIA in relation to credit information) and the Privacy (Credit Reporting) Code 2024.

The Privacy Act 1988 sets out how we are to collect, use, disclose and hold personal, credit and credit eligibility information.

We may also, with your consent, deal with your personal information under the Consumer Data Right (CDR) regime. For more information about how we collect, use, hold and disclose CDR Data under the CDR regime, see our [CDR Policy](#).

In this policy, the following applies:

"We", "us" and "our" means Australian Mutual Bank Ltd ABN 93 087 650 726 Australian credit licence 236476 AFSL 236476.

"You" and "your" includes our members and customers with whom we deal in the course of business.

This Privacy Policy does not apply to acts and practices in relation to personal information provided to, held or used by us where that information forms part of an employee record for the purposes of the Privacy Act. For job applicants, please refer to the separate Privacy Notice for job applicants contained in the 'Privacy' section of our website.

Outline of our policy

Our Policy sets out:

- information we collect and hold and how we collect it
- when you apply for a loan - information we use from your credit report
- why we collect, hold, use and disclose your information
- countries we are likely to disclose your personal information
- how you can access or correct your information
- how you can make a complaint and how we will deal with your complaint

Information we collect and hold

Generally, we will collect your personal information directly from you, however on occasion, we may also collect information about you from other people and organisations.

The type of information we collect may vary, however, we collect personal information including when you:

- apply to open a membership
- enquire about, apply for, or use our products or services
- when you open an account, we collect information about your transactions

- act as a signatory or guarantor
- contact us to make an enquiry or give us feedback
- visit our website
- participate in other activities we offer, such as competitions or surveys
- talk to us or do business with us.

We have "KYC" obligations under the Anti-Money Laundering and Counter Terrorism Financing Act 2006. "KYC" stands for "Know Your Customer" which means we are required to verify that our members are who they say they are and to monitor account and transaction activity.

When you open a transaction or savings account, we usually ask for at least your full name, date of birth, residential address, and contact details. We also ask for evidence of your identity. We may also ask for your occupation and source of income, and/or wealth. If you apply for credit, we ask for details of your financial history and position. In all cases, we may collect further information at any time to meet our obligations under the "Know Your Customer" requirements of the anti-money laundering and counter-terrorism legislation.

Information we collect

The type of information that we collect may include:

- your name, address, email, phone number, date of birth and evidence of identity
- your tax file number and country of residence
- passwords and, passcodes used to confirm your authorisation of a transaction
- credit and debits to your accounts
- information about your membership of a trade union or professional association.

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

- details of your employment, income, assets and financial liabilities
- information relation to your bank statements and credit card statements from other financial institutions
- your current credit history
- socio-demographic information including your marital status, age, gender, dependants and occupation.

When you use our website or mobile applications, we may collect information about your location or activity. Some of this website information we collect using cookies.

Cookies are small files placed on your computer hard drive when you first visit a website. A cookie is a string of letters and numbers that identify a browser, they tell website owners when somebody returns to their website, how often someone visits the website and what they do while using it - for example, what pages they access or what functions they perform and so on.

In this way, cookies assist us to develop our website and mobile applications.

Personal information is not collected unless you leave personal details while using the web site. Cookies can enable you to personalise your website usage, as details can be stored and retrieved each time you visit.

While you can configure your browser to reject cookies, if you do so some features or services may not work properly.

There are also other types of tracking technologies some of which we use on our website and emails. These include pixels, which assist us to measure engagement.

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

- banking products and services
- financial advisory services
- financial accommodation
- travel related services.
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Generally, we collect personal information about you directly from you. We do so when you open a membership, open an account, or perform a transaction with us. The kind of information we collect will vary according to whether, for example, you wish to open a membership, apply for credit, to be a signatory or guarantor, or open an account as a customer. When you open accounts with us, we collect information about your transactions, such as payments to and from your account and the details of those payments, including source and destination.

Information we collect from third parties

We may also collect information about you from third parties such your employer. If you apply for credit, we may need to obtain a credit report from a credit reporting body. Our Privacy Notification has further information about credit reports and your credit information.

Sensitive information

We may need to collect sensitive information, such as health information, where necessary, for example hardship applications. We will collect this information directly from you.

What happens if you do not provide us with sufficient personal information about you?

If you do not provide us with the Personal Information we need, we may not be able to provide or continue to provide you with the products or services you require.

Credit Reports

A credit report contains information about your credit history. This helps us assess your credit worthiness, credit applications, verify your identity and manage the loan accounts and credit facilities you have with us.

The information we exchange includes your identification details, what types of loans you have, how much you have borrowed and if you have met your payment obligations or committed a serious credit infringement.

What information do we use from your credit report?

When you apply for credit 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, a 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.

We also ask the credit reporting body to provide us with an overall assessment score of your creditworthiness. The credit reporting body we use is Equifax Australia Information Services and Solutions Pty Ltd (Equifax Australia).

Why we collect, hold, use and disclose personal information

We collect, hold and use your personal information for several reasons, including to:

- establish your identity as required by the Anti-Money Laundering and Counter Terrorism Financing Act 2006 and, if you are providing real property as security, relevant State or Territory real property legislation
- assess your eligibility for membership
- assess your application for products and services including loans
- manage our relationships with you
- design our products and services
- manage our risks and help identify and investigation inappropriate or illegal activity, such as fraud
- comply with our legal obligations (including to assist law enforcement agencies or regulators where we are required to do so)
- inform you about products and services that we believe may be of interest to you, including those of our business partners
- conduct market and demographic research
- when you have a loan with us – 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
 - whether you have paid on time
 - when you actually paid.

We may disclose your information to other individuals or entities including:

- entities that verify identity
- providers of payment and card services, when you make a transaction or receive a payment using a payment service or a card
- entities that help identify illegal activities and prevent fraud
- lawyers, conveyancers, accountants, brokers and agents who represent you
- contractors for statement printing and mail out, card production
- contractors who assist us with 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
- property valuers and insurers
- mortgage documentation service
- trustee and manager of securitised loan programs
- any co-applicant or any guarantor or proposed guarantor
- debt collection agencies, lawyers, process servers
- our auditors and insurers
- for loans guaranteed by Housing Australia as part of the First Home Loan Deposit Scheme – to Housing Australia or the Commonwealth to meet the requirements of the Scheme
- for loans guaranteed by any other government scheme that form part of the Home Guarantee Scheme (HGS)
- lenders' mortgage insurers
- persons acting on your behalf, for example guardians, financial managers and persons holding a power of attorney
- persons involved in arrangements that provide funding to us, including trustees and managers of securities loan programs
- ratings agencies
- government and law enforcement agencies or regulators
- organisations that help identify and investigate inappropriate or illegal activity such as fraud
- any organisation we are considering merging with
- Consumer data rights accredited recipients where you have consented to the accredited data recipient collecting the personal information from us and disclosing the personal information to the accredited data recipient (see our Consumer Data Rights Policy on our website)
- external complaint resolution bodies (AFCA), where required in connection with a complaint.

Under 18s and special needs

If you are under 18 or have special needs, we may share your information with your parent or legal guardian, any person appointed to manage your affairs or a Government agency providing trustee or guardian services to you.

How we hold your information

We hold your information in our banking systems as electronic, voice or paper files. We have security systems to guard against unauthorised access. We also limit access to our employees on a needs basis.

We will destroy or de-identify personal information when we no longer need it for our functions or activities or as required by law.

Disclosure to overseas recipients

Depending on our commercial arrangements, we, or our external providers, may disclose or store your personal information overseas, including credit information and credit eligibility information. The countries where we are likely to disclose personal information include: Philippines, USA, United Kingdom, Singapore, Costa Rica, Germany and India.

However, if we, or our external providers, 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 Privacy Policy.

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 www.australianmutual.bank.

You can also access Personal Information we hold about you through Consumer Data Right. Our [Consumer Data Right Policy](#) is available on our website and on request.

There is no fee to ask for your information, but sometimes we may charge a fee to cover the time we spend gathering the information you want. If there's a fee, we'll let you know how much it is likely to be, so you can choose if you want to go ahead.

We try to make your information available within 30 days after you request it. In some cases, we can refuse access or only give you access to certain information. For example, we might not let you see information that involves other people. If we do this, we will write to you explaining our decision.

If you think your personal or credit information is incorrect, contact us to investigate the issue. If we have passed that information on to third parties (e.g. a credit reporting body), then you can ask us to contact those other parties.

We'll try to respond to your request within 30 days. If we can't, we'll let you know why it's taking longer. If we don't think the information needs correcting, we'll write to let you know why. You can ask us to include a statement indicating your view that the information is inaccurate, misleading, incomplete, irrelevant or out of date. We will take reasonable steps to comply with such a request.

How do I complaint about privacy matters

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 the *Privacy Act and Privacy (Credit Reporting) Code 2024*.

You can complain:

- in person at one of our branches
- by calling us on 13 61 91
- by email at complaints@australianmutual.bank
- in writing to Privacy Officer, Australian Mutual Bank
PO Box 881, Haymarket NSW 1240.

We will deal with your complaint under our internal dispute resolution procedure. We will give you our Complaints Policy – Resolving Problems guide when you make your complaint.

We are also part of an external dispute resolution scheme. If you are not satisfied with how we handled your complaint, you can take the matter there. We will tell you at the time how you can contact the external dispute resolution scheme.

You can also contact the Office of the Australian Information Commissioner if your complaint is about your privacy or how we handled your credit information.

Office of the Australian Information Commissioner

- Visit: oaic.gov.au
- Phone: 1300 363 992
- Mail: GPO Box 5288, Sydney NSW 2001.

We reserve the right to change our Privacy Policy at any time. If we do change our Privacy Policy, we will post an updated version on our website or provide you a copy on request.