privacy policy

for Australian Privacy Principles & Credit Reporting

Our commitment

We value your trust in us as a customer-owned banking entity. It is important for us to keep your information secure. As a customer-owned banking entity, it is also important for us to keep your information confidential. To achieve this we, will comply with the Privacy Act 1988, the Australian Privacy Principles (APPs) and the Privacy (Credit Reporting) Code 2014.

The Privacy Act sets out how we are to collect, use, disclose and store personal, credit and credit eligibility information. The Privacy Act also requires us to have a privacy policy.

We may also, with your consent and authority, 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.

Outline of our Policy

Our Policy sets out:

- what information we collect and hold;
- how we collect and hold information;
- when you apply for a loan - what information we use from your credit report;
- why we collect, hold, use and disclose your information;
- how you can access your information;
- how you can correct your information;
- how we hold information;
- how you can make a complaint;
- how we deal with your complaint.
- in what overseas countries we are likely to disclose your information;

We will collect and hold:

- your name, date of birth and evidence of identity;
- your tax file number;
- your facial image captured by cameras on our property (including branches and ATMs)
- passwords, passcodes, and secret questions used to confirm your authorisation of a transaction;
- credit and debits to your accounts.

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

- information about your financial position;
- your current credit history.

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;
- general insurance;
- travel services.

How we collect your information

We will collect information about you and your financial position from you directly.

When you apply for a loan, or for an increase to your limit, we may collect information about your credit history from a credit reporting body. We can do this without your consent.

The credit reporting body will record the fact that we have enquired about your credit history, and that record may be disclosed to other credit providers, and used and disclosed by the credit reporting body or a credit provider to assess your credit worthiness, including in the calculation of your credit score or credit rating.

When a credit enquiry is recorded on your credit report, it can affect your credit score in different ways. It might go up, down, or stay the same. This depends on factors like the type of credit you're applying, how many other credit checks you've had recently, and other details in your report. An enquiry is more likely to lower your credit score if you make a lot of credit applications in a short time.

What information do 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, 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 if your credit report differs from what you have told us about your financial history.

Why we collect, hold, use and disclose personal information

We collect, hold, and use your information for a number of reasons, such as to:

- provide customer benefits, financial services and products or information about those benefits, services, and products;
- give you information about financial services and products from third parties we have agreements with;
- conduct market and demographic research in relation to the products and services our customers acquired from us.

We also collect, hold, and use personal information as required by law, for example:

- for our register of members;
- to verify your identity and meet our obligations under the AML/CTF Act;
- to assess your capacity to pay a loan;

We disclose your information to other entities such as:

- entities that verify identity or help us comply with our obligations under the AML/CTF Act;
- For more information on Identity Verification Services, refer to the Australian Government website: IDMatch
- card schemes, merchants and payment service providers, where you make a card payment and a merchant requests name and address verification for fraud prevention purposes, including where a verification result (such as a match, close match or no match) is returned through the card scheme as part of the transaction process.
- other financial institutions as part of the industry wide Confirmation of Payee service that provides confirmation of the recipient account holder's name back to the Payer before funds are transferred;
- For more information on Confirmation of Payee, refer to our website.
- entities that help identify illegal activities and prevent fraud;
- lawyers, conveyancers, accountants, brokers, and agents who represent you;
- contractors for account 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;
- trustee and manager of securitised loan programs;
- any guarantor or proposed guarantor of a loan;
- debt collection agencies, lawyers, process servers;
- our auditors, lawyers, and conveyancers;

We and the above third parties will also disclose your information to law enforcement and government agencies as required by law.

How we hold your information

We hold your information in our banking system. We have security systems to guard against unauthorised access. We also limit access to our employees on a need-only basis.

We will destroy or de-identify information when it is no longer needed.

Disclosure to overseas recipients

We currently disclose limited information to overseas recipients in connection with card scheme services and other payment processing and fraud prevention services. Otherwise, we do not disclose your information to overseas recipients.

How you can access and/or correct your personal Information

You can request access to your personal 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 in one of the following ways: visiting one of our branches or by telephone. Contact details can be found on our website at summerland.com.au.

We do not charge you for making a request to access your information. However, if you would like to access your information, a fee may be chargeable depending on the circumstances, the amount of information you are requesting access to, and the costs associated with providing the requested access. We will disclose the estimated fee before we provide access.

AdRoll

To help us more effectively advertise to existing and potential customers, Summerland makes use of AdRoll's remarketing service. Via the use of cookies and a tracking pixel, AdRoll tracks when visitors to our site visit certain pages. This information may be used to build a profile of your interests and show you relevant advertisements on other sites.

Please check AdRoll's Privacy Notice to find out more. Find out how to opt out of personalised marketing here.

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

You can complain:

- in person at one of our branches
- by calling us on 1300 728 728
- by email at privacy@summerland.com.au
- in writing to:

  Privacy Officer
  Summerland Bank
  PO Box 657 Lismore NSW 2480

We will deal with your complaint under our internal dispute resolution process. For more information on our complaints process, please visit our Resolving Disputes on our website.

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.