

South West Credit

Privacy Policy for APPs & Credit Reporting

Our commitment

We value your trust in us as a member-owned banking entity. It is important for us to keep your information secure. As a 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 Credit Reporting Privacy Code.

The *Privacy Act 1988* sets out how we are to collect, use, disclose and store personal, credit and credit eligibility information. The *Privacy Act 1988* also requires us to have a privacy policy.

Outline

This Privacy Notification sets out:

- why we collect and use your information
- how we collect and use your information
- what happens if you do not wish to provide us with information
- whether we provide your information to other entities
- the availability of our Privacy Policy
- when we can disclose certain information to a credit reporting body
- how a credit reporting body may use your information
- whether we disclose your information overseas and if so, where
- how you can contact us.

Collection & use of your information

We collect and use your information to:

- provide you with membership benefits, financial services and products or information about those benefits, services and products
- provide you with information about financial services and products from 3rd parties we have arrangements with
- conduct market and demographic research in relation to the products and services you and other members acquire from us
- establish your eligibility for a loan
- establish your capacity to repay a loan.

The law also requires us to collect and hold your information:

- for our register of members under the Corporations Act
- to verify your identity under the AML/CTF Act
- to assess your capacity to pay a loan under the National Consumer Credit Protection Act.

How we collect your information

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

When you apply for a loan, we will collect information about your credit history from a credit reporting body.

How you can access your information

You can request access to your information at any time.

What if you do not wish to provide us with information?

If you do not give us the information we require, we may not be able to admit you to membership or provide you with the financial service or product you have applied for.

Providing your information to credit reporting bodies

The credit reporting body we disclose information to is Equifax.

If you do not make your repayments when they fall due or commit a serious credit infringement, we may disclose this to Equifax. Any information we provide to Equifax will be included in reports provided to credit providers to help them to assess your creditworthiness.

You can ask Equifax not to 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.

Equifax's policy on the management of information is available at www.swcredit.com.au. You can contact Equifax by:

- E-mail – membership.query@equifax.com.au

Providing your information to other entities

We disclose your information to other entities. We can disclose your information to:

- entities that verify identity
- providers of payment and card services, when you make a transaction using a payment service or a card
- lawyers, conveyancers, accountants, brokers and agents who represent you
- contractors for 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 proposed guarantor of a loan
- debt collection agencies, lawyers, process servers
- our auditors.

We may disclose your personal information to a lenders mortgage insurer – QBE- if we decide to insure the loan. We have attached the mortgage insurer's Privacy Notification to the end of our Privacy Notification.

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

Our Privacy Policy is also available at www.swcredit.com.au.

Disclosure to overseas recipients

We do not currently disclose your information to overseas recipients.

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*.

You can complain:

- in person at one of our branches
- by calling us on 03 5560 3900
- by email at enquiries@swcredit.com.au
- in writing to P O Box 635 Warrnambool, Victoria 3280.

We will deal with your complaint under our internal dispute resolution procedure. We will give you a Guide to our Complaints and Disputes Resolution 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.

How to contact us

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- by calling us on 03 55603900
- by email at enquiries@swcredit.com.au
- in writing to P O Box 635 Warrnambool, Victoria 3280