

Customer Data Right (CDR) Policy

Effective: December 2022



**Australian
Military Bank**

About this policy

This policy describes your rights under the CDR legislation.

This policy has information about how Australian Military Bank (AMB) deals with data and describes how you can access or correct your Consumer Data Right (CDR) data and make a complaint under the CDR regime.

For information about how we collect, use, hold and disclose your personal information under Privacy Laws, see our Privacy Policy at australianmilitarybank.com.au/privacy.

What is the Consumer Data Right (CDR)

The Consumer Data Right (CDR) is a law introduced by the Federal Government to provide individuals with such rights as to:

- ▶ Request access to CDR data relating to banking products ('product data');
- ▶ Allow CDR data relating to you ('consumer data') to be shared with accredited data recipients; and
- ▶ Correct your consumer data.

AMB is a **data holder** under the CDR.

AMB accepts requests for access to consumer data and product data that is mandated by law. This is referred to as 'required data'. We do not accept any requests for disclosure of voluntary data.

The CDR is comprised of amendments to the Competition and Consumer Act (2010) and the Privacy Act (1988). Together, this legislation, the CDR and AMB's CDR Policy governs how we manage your CDR data. The Privacy Act (1988) and AMB's Privacy Policy continue to govern how your personal information is managed.

Your privacy and security information

Your privacy and the security of your information is important to us. We protect your information and aim to be clear and open about what we do with it. We adhere to the security and privacy requirements set out in the CDR legislation. Some of the ways that we keep your information secure are:

- ▶ We encrypt data sent from your computer to our systems;
- ▶ We have firewalls, intrusion detection and virus scanning tools to stop viruses and unauthorised people accessing our systems; and
- ▶ When we send your electronic data to other organisations, we use secure networks or encryption.



What data is available under the CDR?

There are two types of data available under the CDR. These are Product data and Consumer data.

Product data is information about the banking products and services that we offer. This information is generic in nature, and therefore does not relate or apply to any identifiable individual or business. Product data generally includes information about our pricing, eligibility criteria, fees, terms and conditions, availability, and performance of our AMB products or service offerings.

Consumer data is information about banking products and services that relate to you as an individual or business. This includes information about you as a member, and as a user of a product or service.

The types of consumer data that we hold include:

- ▶ member information such as your name, and contact details (and if you're a business this will include information about your business;
- ▶ account details such as your account number, account name, balances, and fees and charges;
- ▶ transaction information including dates, description and the amount debited or credited.

How to correct or amend your CDR data

If the CDR data we hold is incorrect, you can ask 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 at this link on our website at;
<https://www.australianmilitarybank.com.au/contact>.

If you are an individual, you may also be able to access and/or correct CDR Data that is your personal information. See our Privacy Policy <https://www.australianmilitarybank.com.au/privacy> for more information on how you can seek to access and/or correct your personal information.

If your CDR data is incorrect for your business, the Nominated Representative or business signatory must ask us to correct it. You can contact us by visiting one of our branches or by telephone. Contact details can be found at this link on our website at;
<https://www.australianmilitarybank.com.au/contact>.

If we don't agree that the information is inaccurate, we'll tell you why – and what you can do if you're unsatisfied with our response.



Making a Complaint

If you are unhappy with the way that we have handled your CDR Data, you can access our internal dispute resolution scheme at any time without charge. You can make a CDR complaint in the following ways:

- ▶ in person at one of our branches
- ▶ by calling us on 1300 13 23 28
- ▶ by email at complaints@australianmilitarybank.com.au
- ▶ in writing to PO Box H151 Australia Square NSW 1215

We will do our utmost to:

- ▶ **Respond** within one business day. We'll let you know who is responsible for managing your complaint.
- ▶ **Investigate your complaint.** Where necessary, we'll consult with other credit providers or credit reporting bodies about your complaint.
- ▶ **Resolve your complaint** within 21 days. However, some complaints may take up to 30 days to resolve. We will contact you within that time to let you know if we require more time.
- ▶ Make a decision about your complaint. We'll write to you to explain our decision.

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.

If you are not satisfied with how we handled your complaint, you can lodge a dispute with the Australian Financial Complaints Authority (AFCA).

You can contact AFCA on:

Phone: 1800 931 678

Email: info@afca.org.au

Website: afca.org.au

Mail: Australian Financial Complaints Authority GPO Box 3, Melbourne, VIC 3001

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.





Contact us

- ▶ 1300 13 23 28
- ▶ Visit your local branch
- ▶ service@australianmilitarybank.com.au
- ▶ australianmilitarybank.com.au