



## Consumer Data Right (CDR) Policy



Regional Australia Bank presents this CDR Policy online and in paper to its community. This document is free of charge. You can also view this policy online or request it at any of our branches.

# Regional Australia Bank participates in the CDR in two different ways



## You authorise us to:

1

### Share your data with others

We hold your data, and can share it with others.

If you bank with us, and if you tell us to, we can share your banking data with third parties.

2

### Collect your data from others

We can receive your data.

If you have data with other holders, and give us permission, we can collect some of that information from them.

# If you ask us to share your banking data

You can request us to share your Regional Australia Bank data through any accredited CDR Data Recipient



➔ **We do not charge for this service.**

## Data we can share with your permission

- ➔ We accept requests to provide the following types of data; this is known as 'required data'.
  - ➔ Name and contact details
  - ➔ Transaction details
  - ➔ Account balance
  - ➔ Direct debits and scheduled payments
  - ➔ Saved payees
  - ➔ Product information
- ➔ We can not currently accept requests to share any other types of data - known as 'voluntary data'.

## How to share your Regional Australia Bank data



### You authorise

We'll always make sure we get your permission before sharing your CDR data.



### We share

We'll confirm with you when your data has been shared.



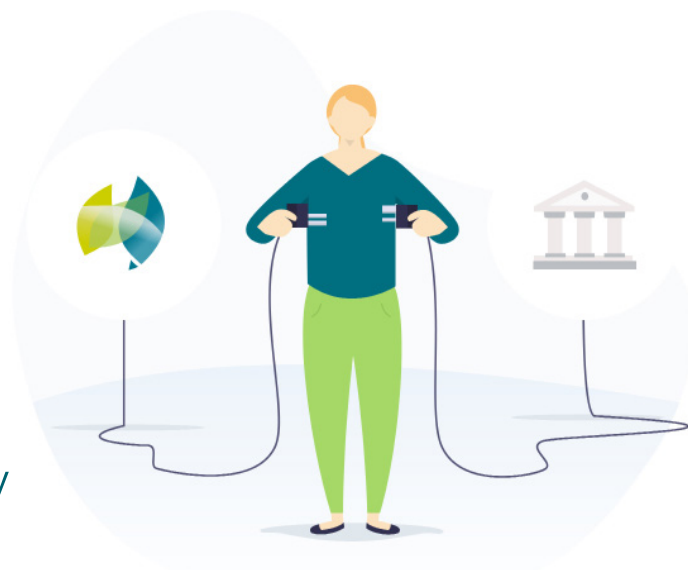
### You control

You can manage all your consents 24/7 within Internet Banking – go to Settings, Data Sharing.

# When you share data with us

## Data we need

To provide you with some banking services, we might ask you to share information you have with other CDR Data Holders such as other banks, energy companies or telcos.



➔ **You do not need to be a Regional Australia Bank customer for this to happen.**

## Data we might ask you to share with us

➔ The types of CDR data we may ask you to share will vary according to the service we are offering. To streamline online lending, we'll ask for Transaction Details and Account Balance and details.

### Transaction details

- ➔ Incoming and outgoing transactions
- ➔ Dates
- ➔ Who you have sent money to and received money from (e.g. their name)
- ➔ Amounts
- ➔ Descriptions of transactions

### Account balance and details

- ➔ Name of account
- ➔ Account balance
- ➔ Interest rates
- ➔ Account mail address
- ➔ Account terms
- ➔ Type of account
- ➔ Account number
- ➔ Discounts
- ➔ Fees

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# When you share data with us

## Data we need cont.

### Data we might ask you to share with us

- ➔ Other services we offer might provide you with the option to choose whichever types of data you like, including those shown below. We'll always tell you if we need a particular type of information to deliver our service to you.

#### **Name, occupation, contact details**

- ➔ Name
- ➔ Occupation
- ➔ Phone
- ➔ Email address
- ➔ Mail address
- ➔ Residential address

#### **Direct debits and scheduled payments**

- ➔ Direct debits
- ➔ Scheduled payments

#### **Saved payees**

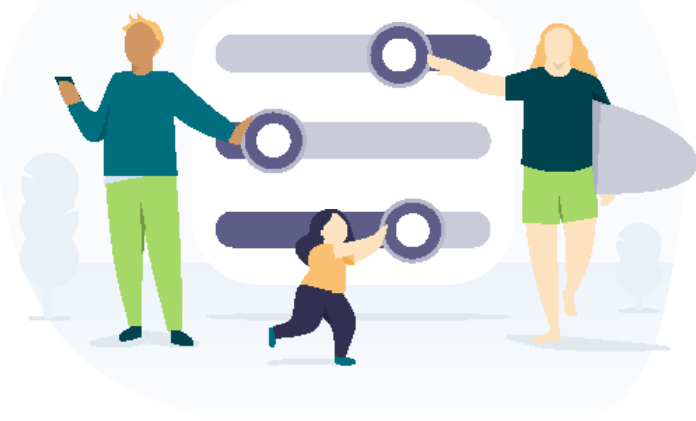
- ➔ Names and details of accounts you have saved

# When you share data with us

## Your data, your control

We will only collect the data necessary to provide our services to you.

You have the power to view and change your consent at any time via our secure dashboard.



## You are in control of your data

- ➔ We will not sell your data to anyone.
- ➔ We will not provide your data to any third party without telling you first and asking for permission.
- ➔ We do not charge any fees for disclosure of your data, either to you or any third party.
- ➔ We will only use your data for the purpose you agreed to, and we will delete it after it has been used for that purpose.
- ➔ You can revoke your consent at any time. If you do this, we will then delete all your data.
- ➔ Under Australian law, we might be required to retain some information for a period of time. For example, if you asked us to collect it as part of a loan application.

## Managing your data

### ! Where to manage your consents

- ➔ We provide a secure dashboard where you can view and revoke the consents you've given to us. You can access it anytime at:  
**<https://mycdr.regionalaustaliabank.com.au>**

# When you share data with us

## Your data, your control cont.

### ! If you want us to stop using your data

- ➔ Go to your dashboard, follow the prompts and revoke your consent at any time. There are no penalties for withdrawal of consent.

### ! If you do withdraw your consent

- ➔ If we're processing a loan application for you, the application will be cancelled. You can still make another application and upload your financial information manually.
- ➔ We will delete all the data you have shared with us from our systems.

### ➔ We've built our CDR technology with security at the foundation. We follow best practices in keeping your data secure when you have shared it with us.

### ! If a security breach occurs we:

- ➔ Contain the data breach to prevent any further leak of personal information
- ➔ Assess the data breach by gathering the facts. Then check the risks or potential harm to affected members and take action to reduce any risk of harm.
- ➔ Notify members and the Commissioner if required. If the breach is an 'eligible data breach' under the Notifiable Data Breach scheme, we notify the Commissioner.
- ➔ Review the incident and consider what actions we can take to prevent future breaches.

# When you share data with us

## Your data and third parties

To help us deliver better services to you, we may use services from some Australian-based third parties

We will de-identify your CDR data by hiding your name and account details before we share it with these third parties dashboard.



- ➔ We only use third parties that have a written agreement with us. They are required to follow our terms and conditions.
- ➔ Any third parties we use for CDR will also delete all your data once it has been used for the purpose you agreed to.
- ➔ We do not use any overseas third party providers for CDR data.
- ➔ Your data will not leave Australia.

- ➔ **We have a public list of third party service providers that you can view at any time. This list shows the types of data we share with them.**



BASIQ PTY LTD

➔ <https://basiq.io>

➔ Sydney, Australia

### What we use them for:

- ➔ We use their automated income and expense categorisation service. This helps us perform an Affordability Assessment when assessing loan applications.
- ➔ Find out more about our third party providers on our website:  
**<https://www.regionalaustriabank.com.au/our-service-providers>**



# Correcting your data

If any of your Regional Australia Bank CDR data is wrong, you have the right to ask us to correct it.

Let us know and we'll do our best to fix it right away, and we'll tell you once we've done that.

If we do correct any of your CDR data, it will be available to any accredited data recipients, just ask them to request it again.



- ➔ We can correct CDR data we hold on your behalf as a Data Holder.
  - ➔ We'll let you know the outcome of any CDR data correction requests you make of us.
  - ➔ If you have CDR data with other Data Holders, and you believe it is wrong, you have the right to ask them to correct it.
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- ➔ Call us on **132 067**
  - ➔ Use our **Contact us Form** online
  - ➔ **enquiries@regionalaustaliabank.com.au**
  - ➔ Mail: PO Box U631 Armidale 2351

# Have your say

If you're not satisfied in any way, please tell us about it so we can make things right.

Regional Australia Bank is a member of the Australian Financial Complaints Authority (AFCA).



- ➔ This is a known external dispute resolution system we follow for CDR processes.

## If you aren't satisfied with our conduct or service, you can make a complaint by:

- ➔ Call us on **132 067**
- ➔ Use our **Contact us Form** online
- ➔ **enquiries@regionalaustaliabank.com.au**
- ➔ Mail: PO Box U631 Armidale 2351

## How we handle CDR complaints

- ➔ Regional Australia Bank offers our members an internal complaint and dispute resolution procedure that is readily accessible and free of charge.
- ➔ You can report a complaint to any staff member of Regional Australia Bank. If at all possible, the problem will be resolved immediately. If this is not possible, your problem will be referred to a supervisor or manager, who will try to resolve the problem by the next business day.
- ➔ Our aim is to have your complaint resolved in a timely manner but may take up to 30 days.

# Have your say cont.

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- ➔ If your complaint is not resolved within 5 business days, you will receive an acknowledgement letter which will provide you with a reference number for your complaint.
- ➔ We will contact you to notify you of the outcome.
- ➔ You are not obliged to pursue a dispute with us using our internal dispute resolution procedure. If you do use our procedure, you may still commence legal proceedings against us before, after or at the same time.
- ➔ Find out more about how we handle complaints on our website:  
**<https://www.regionalaustaliabank.com.au/feedback-and-complaints>**