



# COMBINED BANKING & LENDING PRIVACY NOTIFICATION

## 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 customer benefits, financial services and products or information about those benefits, services and products
- provide you with the information about financial services and products from third parties we have arrangements with
- conduct market and demographic research in relation to the products and services you and other members acquire from us
- protect the safety and security of our staff and visitors
- 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 and meet our obligations 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 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.equifax.com.au](http://www.equifax.com.au). You can contact Equifax by:

- Phone – 1300 762 207
- Online – [mycreditfile.com.au](http://mycreditfile.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 or help us comply with our obligations under the AML/CTF Act.
- providers of payment and card services, when you make a transaction using a payment service or 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 document service
- any proposed guarantor of a loan
- debt collection agencies, lawyers, process servers
- our auditors
- loan sharing services and their participants.

We may disclose your personal information to a lenders mortgage insurer, Helia Pty Ltd, if we decide to insure the loan.

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

## Our Privacy Policy

Our Privacy Policy is available at [www.wcu.com.au](http://www.wcu.com.au). The Policy contains information about:

- how you can access your information
- how you can seek correction of your information
- how to make a complaint and how we deal with it
- in what overseas countries we are likely to disclose your information
- how we manage your credit-related personal information.

### Overseas disclosure

We do not currently disclose your credit information of credit eligibility information to entities that do not have an Australian link,

We do not disclose any of your other information to overseas recipients.

### How to contact us

If you have any questions, wish to request a correction of personal information that we hold about you, or wish to make a complaint, you can contact us.

- in person at one of our branches
- by calling us on 1300 72 4433
- by email at [enquiries@warwickcu.com.au](mailto:enquiries@warwickcu.com.au)
- by writing to:

Privacy Officer, Warwick Credit Union  
PO Box 207, Warwick Q 4370

### Details relevant to Helia's collection use and disclosure of personal information

#### Identity and contact details

Helia Financial Mortgage Insurance Pty Ltd  
ABN 60 106 974 305  
Level 26, 101 Miller Street  
North Sydney NSW 2060  
Phone 1300 655 422

### The individual may not be aware that Helia has collected the personal information & collection of personal information from someone other than the individual

In the event that your Credit Provider decides to obtain lenders mortgage insurance [LMI] on your loan, Helia will obtain information about you from the Credit Provider and Helia might share some of your personal information with the Credit Provider, Credit Reporting bodies and others.

### The purpose for which Helia collects the personal information

- to decide whether to insure a Credit Provider under an LMI policy
- to assess the risk of a guarantor being unable to meet a liability arising under a guarantee
- to administer and vary the insurance cover including for securitisation and hardship applications
- to verify information that the Credit Provider collects about you
- to deal with claims and recovery or proceeds including, among other things, to enforce a loan in place of a lender if the LMI insurer pays out an insurance claim on your loan
- for mortgage insurance purpose relating to you
- for any other purpose under the insurance policy Helia issues to the Credit Provider relating to your loan.

### The main consequences [if any] for the individual if all or some of the personal information is not collected

If you don't provide your information to the Credit Provider it will not be possible for Helia to process a Credit Provider's request for LMI.

### Any other APP entity, body or person, or other types of any other APP entities, bodies or persons, to which Helia usually discloses personal information of the kind collected

Where permitted by the Privacy Act, Helia may disclose information about you to third parties, in relation to any mortgage insurance policy relating to your loan. Those third parties may include:

- valuers, other insurers, re-insurers, claims assessors and investigators
- brokers or referrers that submitted applications on your behalf or referred you to the mortgage manager
- other financial institutions
- organisations that are involved in debt collecting or in purchasing debts
- organisations such as fraud reporting agencies, that may identify, investigate and/or prevent fraud, suspected fraud, crimes, suspected crimes or other serious misconduct
- organisations involved in surveying or registering a security property or which otherwise have an interest in a security property
- Government or regulatory bodies [including ASIC, and the Australian Tax Office] as required or authorised by law. In some instances, these bodies may share the information with relevant foreign authorities
- rating agencies to the extent necessary to allow the rating agency to rate particular investments
- organisations involved in securitising your loan, including re-insurers and underwriters, loan servicers, trust managers, trustees and security trustees
- guarantors and prospective guarantors of your loan
- payment system operators to allow an information collector to investigate or correct payments on your loan
- service providers [including data consultants and IT contractors], agents, contractors and advisers that assist the information collector to conduct its business.

### Helia's Privacy & Credit Reporting Policy

Helia handles information about you in accordance with its privacy & credit reporting policy set out at <http://www.Helia.com.au/privacy-policy>

This includes:

- how you can access and correct your information that Helia holds
- how you can make a complaint if you have concerns about how Helia manages your information
- how Helia will deal with complaints.

### Whether Helia is likely to disclose the personal information to overseas recipients

Where permitted by the Privacy Act, Helia may disclose your personal information to organisations overseas including its related companies [including USA, Canada or the United Kingdom], reinsurers service providers [including but not limited to data consultants and IT Contractors], its agents, contractors and external advisers and government and other regulatory bodies.

Overseas organisations may be required to disclose information shared with them under a foreign law. In those instances, Helia will not be responsible for that disclosure.

### Credit Reporting Information

Helia can obtain information about you from a credit reporting body to enable it to decide whether to insure a Credit Provider under an LMI policy or assess the risk of default by you or a guarantor, for a mortgage insurance purpose relating to you and for any other purpose under the insurance policy Helia issues to the Credit Provider relating to your loan.

### Storage

Helia may store your information in the cloud or other types of networked or electronic storage and will take reasonable steps to ensure appropriate security arrangements are in place in relation to this storage. As electronic or networked storage can be accessed from various countries via internet connection, it's not always practicable to know in which country your information may be accessed or held