



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.



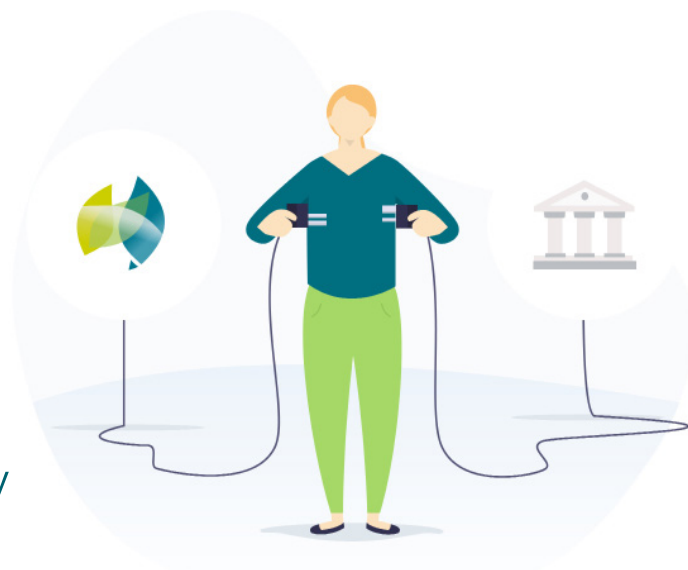
You control

You can manage and amend 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. We will use this information to assist in the lending process. We are also required to keep this information for the life of the loan after which point it is deleted.

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

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 confirm with you what data you have asked us to collect.
- ➔ 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.
- ➔ We will remind you every 90 days of any active consents you have with us.

When you share data with us

Your data, your control cont.

Managing your data

❗ Where to manage and amend your consents

- ➔ We provide a secure dashboard where you can view and revoke the consents you've given to us. This dashboard shows when consents were granted, when they expire and when data was collected.

You can access it anytime at:

<https://mycdr.regionalaustraliabank.com.au>

❗ 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.
- ➔ The dashboard will provide you with a confirmation that sharing your data has been revoked.

❗ 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.

When you share data with us

Your data, your control cont.

- ➔ **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.**
- ➔ When we delete your CDR data, we will do so in accordance with our information technology and security practices and as required by the relevant laws. Your CDR data will still exist in secure backups for a retention period, after which it is permanently deleted.
- ➔ Any CDR data collected and stored by Regional Australia Bank is held within our secure banking environment on professionally managed, monitored and tested infrastructure within Australia.

❗ **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 that are impacted by an incident. If the breach is an 'eligible data breach' under the Notifiable Data Breach scheme, we will also notify the Office of the Information 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 Basiq for their automated income and expense categorisation service on collected transaction and account data.
- ➔ Find out more about our third party providers on our website:
<https://www.regionalaustriabank.com.au/our-service-providers>

Accessing and correcting your data

You have the right to ask us for your CDR data anytime. If any of your CDR data is wrong, you have the right to ask us to correct it.

As both a Data Holder and a Data Recipient, let us know, and we'll do our best to fix it right away. We will keep you informed throughout the entire process, starting with an acknowledgement of the receipt of your request.



- ➔ Within 10 days of receiving your request, we will let you know the outcome of any CDR data correction requests you make of us by electronic means, with, where practicable, a clearly visible electronic link to a digital record of the data. This information will;
 - ➔ Indicate what the recipient did in relation to the request
 - ➔ Indicate why the recipient did not comply with the request for correction
 - ➔ Set out the complaint mechanism available to the requester
 - ➔ If the source of your CDR data is with other Data Holders, and you believe it is wrong, you have the right to ask them to correct it.
- ➔ 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. Your complaint will be handled in line with our internal dispute resolution policy, which you can find on our website. 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 21 days.

Have your say cont.

- ➔ What information you need to tell us: that the complaint relates to your data and details of the issue.
- ➔ The possible resolutions available to you will depend on the nature of your complaint (for example, correcting any incorrect or out-of-date records)
- ➔ 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>

Have your say cont.

- ➔ If the complaint is about how we have handled your personal information and you are not happy with the way in which the complaint was handled, you can lodge the complaint with the Office of the Australian Information Commissioner (OAIC).
- ➔ You can also lodge a complaint with the OAIC if we do not respond to your complaint within 30 days or if you are not happy about the response you have received from us.
- ➔ The complaint must be in writing and can be lodged online.
- ➔ Find more information on the OAIC website:
<https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>

Role of the OAIC in external complaints

- ➔ The OAIC acts as an impartial third party when investigating and resolving a complaint.
- ➔ After lodging your complaint, an OAIC representative will correspond with Regional Australia Bank on your behalf. Following this, the OAIC may have to ask you for more information or request your consent to disclose your personal information to a third party. You will be consulted with throughout the entire process.
- ➔ If a mutually agreed resolution cannot be reached, the OAIC will make a formal decision about the complaint.