

Consumer Data Right Policy



About us

Teachers Mutual Bank Limited is one of Australia's largest mutual banks and operates through the five divisions mentioned below. We conduct business throughout Australia, with our headquarters located in Homebush, NSW, and 8 other offices across the country. We directly employ over 600 people.

We are a member of the Global Alliance for Banking on Values (GABV), a global network of banking organisations deeply committed to creating positive change in society as a whole. As a values-based business, we are a signatory to the GABV Kathmandu Pledge. Using ethical, sustainable and socially responsible practices is something our members have come to expect and appreciate. Being responsible and ethical are part of our core promise to members and society. In 2020, for the seventh year running, We were named one of the World's Most Ethical Companies by the Ethisphere Institute. This recognition honours superior achievements in transparency, integrity, ethics and compliance and underscores an honouree's commitment to leading with integrity and prioritising ethical business practices.

This Policy

This Consumer Data Right Policy explains how we manage CDR data. It is relevant for our members and customers, who have products and services via the following divisions:

- Firefighters Mutual Bank
- Health Professionals Bank
- Teachers Mutual Bank
- UniBank
- Hiver Bank

Meaning of words

In this policy, the following applies:

“CDR” means the Consumer Data Right; “CDR data” means data we hold that can be requested by you under the CDR legislation and rules;

“we”, “us” and “our” means Teachers Mutual Bank Limited ABN 30 087 650 459 AFSL/Australian Credit Licence 238981; and

“you” and “your” includes our members and customers.

1 Our commitment

We value your trust in us. It is important for us to keep personal information about you secure and confidential. That's why protecting your information and being clear about what we do with it is a vital part of our relationship with you.

Information about how we handle personal information generally is available in our [Privacy and Credit Reporting Policy](#), a copy of which is available on our website and on request. You should read this policy together with our Privacy and Credit Reporting Policy.

2 The Consumer Data Right

The CDR is imposed by law and provides consumers with rights to access data about the products offered and provided by certain data holders.

In the banking sector, the CDR is also sometimes referred to as Open Banking.

As a data holder, we are required to share certain data we hold about the products we currently offer and products which you hold with us under the CDR legislation and rules.

You can find out more about the CDR on our website and from the Australian Government at <https://www.cdr.gov.au/>

3 How can you access your CDR data?

You can only access your CDR data through the CDR if you:

- are an individual account holder;
- are at least 18 years of age; and
- have at least one account with us that you can access through internet banking or our mobile app.

You can access your CDR data through service providers accredited to offer services under the CDR (who are called accredited data recipients). A list of accredited data recipients can be obtained online at <https://www.cdr.gov.au/find-a-provider>.

You will need to give an accredited data recipient your consent to collect your CDR data from us and they will then notify us of your consent so that we can confirm your consent with you before we begin sharing your CDR data with them. When we confirm your consent, we will ask you to check the details of what you are consenting to and require that you verify your identity and consent using a One-Time Password that we send you by SMS or from your security token if you are not registered for SMS One-Time Password.

Important! You do not need to use or disclose your internet banking password when providing your consent to share your CDR data.

You can withdraw or amend your consent at any time through the CDR dashboard in Internet Banking. To access the dashboard, go the self-service

menu and then select “manage data” or by contacting us on 1800 862 265. If you withdraw your consent, we will stop sharing your CDR data with the accredited data recipient.

4 What data can you obtain through the CDR?

The CDR data that is available for data sharing with accredited data recipients includes:

- **Customer data** – certain data we hold about you such as your name, contact details and occupation (if you are an individual customer) and your organisation profile and contact details (if you are a business customer).
- **Account data** – certain data we hold about your account such as your account name, type, balance, number, features, direct debits and scheduled payments and saved payees.
- **Transaction data** – certain data we hold about transactions on your account such as the transaction details.
- **Product specific data** – certain data we hold about the product the account relates to such as, where relevant to the account, the type, name, price, associated features and benefits, terms and conditions and eligibility requirements.

Data relating to joint accounts is not currently available but will be available in the future.

We only share the CDR data we are required to share under the CDR legislation and rules (required product data and required consumer data). We do not accept requests for additional data

we are not required to share (voluntary product data or voluntary consumer data).

Data sharing through the CDR may be unavailable in relation to some types of accounts or during any period in which we have placed restrictions on your account.

5 Correcting CDR data

If you think any of your CDR data is wrong, you can ask us to correct it by contacting us using our contact details at the end of this policy.

We will acknowledge your request to correct your CDR data as soon as possible.

We will give you a written notice, by electronic means, that indicates what we did in response to your request and if we did not think it appropriate to correct the CDR data or include a statement with the CDR data as a result of your request we will tell you why.

We will not charge you any fee in relation to a request that we correct your CDR data.

6 Making a complaint

You can make a complaint about our treatment of your CDR data by contacting us using the details set out at the end of this policy. We will deal with the matter via our internal complaints processes – see the Complaints resolution page on our website for more information.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA) or the Office of the Australian Information Commissioner (OAIC):

Australian Financial Complaints Authority (AFCA)

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: GPO Box 3, Melbourne VIC 3001

Note: Time limits may apply to complain to AFCA, so you should act promptly or otherwise consult their website to find out if or when the time limit relevant to your circumstances expires.

Office of the Australian Information Commissioner (OAIC)

If you are an individual or a small businesses with an annual turnover of \$3 million or less, and you think a CDR provider has mishandled your CDR data, you can lodge a complaint with OAIC for free.

Website: <https://www.oaic.gov.au/consumer-data-right/cdr-complaints/>

Email: enquiries@oaic.gov.au

Phone: 1300 363 992

Mail: GPO Box 5218, Sydney NSW 2001

7 Amending this policy

We may amend this policy at any time. The most current version will be published on our website and is available on request.

8 How to contact us or find out more

For all CDR related queries, requests for correction of CDR data, complaints or any other requests, or to request a printed version of this policy, use any of the methods set out below:

Teachers Mutual Bank, Firefighters Mutual Bank, UniBank, Health Professionals Bank and Hiver Bank are divisions of Teachers Mutual Bank Limited ACN 30 087 650 489 AFSL/Australian Credit Licence 238981

Email: contactus@fmbank.com.au
enquiry@hpbank.com.au
enquiry@tmbank.com.au
enquiry@unibank.com.au
support@hiver.bank

Fax: (02) 9704 8205

Phone: 1800 862 265

Mail: PO Box 7501, Silverwater NSW 2128

Address: 28-38 Powell Street, Homebush NSW 2140

Webchat: Available in Internet Banking

