

Consumer Data Right Policy



Police
Credit Union
Better Banking

Consumer Data Right Policy

This Consumer Data Right Policy explains how Police Credit Union manages CDR data.

Information about how we handle personal information generally is available in our Privacy Policy, a copy of which is available on our website and on request. You should read this policy together with our Privacy Policy. Our Privacy Policy includes details about how you can access the personal information we hold about you otherwise than through the CDR.

Meaning of words

In this policy:

“**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 Police Credit Union Limited ABN 30 087 651 205 AFSL/Australian Credit Licence 238991; and

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

1. 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/>

2. 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 banking 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 then confirm your consent with you before we begin sharing your CDR data with the accredited data recipient. 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 to you by SMS.

IMPORTANT! Police Credit Union will never ask you to disclose your internet banking password with a third party.

3. 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) and your organisation profile and contact details (if you are a business).
- *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.

4. 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.

5. 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 Compliments and Complaints page on our website (policecu.com.au) 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

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

6. Amending this policy

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

7. How to contact us or find our 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:

Police Credit Union

- In person:** At any of our branches
- Secure message:** via Online Banking or your Banking App
- Phone:** 1300 131 844
- Mail:** PO Box 6074, Halifax Street PO, Adelaide SA 5000
- Email:** pcu@policecu.com.au
disputes@policecu.com.au (complaints only)