

Privacy Act Declaration – Application for Credit/Request for Information

What information can be disclosed?

The *Privacy Act* allows **Greater Bank Limited** ('we', 'us', 'our') ABN **88 087 651 956** and other applicable persons to disclose personal information about you when related to the primary purpose for which it was collected. In connection with providing credit to you, personal information may include **credit information**, such as:

- details to identify you and verify your identity, such as your name, sex, date of birth, current and 2 previous addresses, your current and last known employer and your driver's licence number;
- the fact that you have applied for credit and the amount or that we are a current credit provider to you, or that you have agreed to be a guarantor;
- advice that payments previously notified as unpaid are no longer overdue;
- information about your current or terminated consumer credit accounts and your repayment history;
- payments overdue for at least 60 days and for which collection action has started;
- in specified circumstances, that in our opinion you have committed a serious credit infringement;
- the fact that credit provided to you by us has been paid or otherwise discharged; and
- other information about credit standing, worthiness, history or capacity that credit providers can disclose under the *Privacy Act*, including a credit report.

Your sensitive information (e.g. health information) may also be disclosed where relevant to this application.

Why do we obtain information?

Before, during or after the provision of our products and services to you, we may obtain your personal information for the purpose of providing products and services to you and managing our business. When providing credit to you, this may include assessing your application for credit or to be a guarantor for the applicant, assessing your credit worthiness, managing your loan or the arrangements under which your loan is funded or collecting overdue payments.

If you do not provide us with the personal information that we request, we may not be able to consider your application for credit or provide other services.

Who can give or obtain information?

For the purpose of providing products and services to you and managing our business, we may give information to:

- our external service providers, such as organisations we use to verify your identity, payment systems operators, mailing houses, research consultants, debt collecting agencies, accountants, lawyers and auditors;
- insurers and re-insurers, where insurance is provided in connection with our services to you;
- state or territory authorities that give assistance to facilitate the provision of home loans to individuals;
- other credit providers and their professional advisors;
- your representative, such as a lawyer, mortgage broker, financial advisor or attorney, as authorised by you; or
- government and regulatory authorities, if required or authorised by law.

In addition, in connection with providing credit to you, we and the Credit Providers mentioned below may:

- obtain a commercial and consumer credit report containing personal information about you from a credit reporting body;
- obtain personal information about you from your employer, or accountant, and any referees that you may provide;
- exchange credit information about you with each other; and
- exchange credit information about you with any credit reporting body and any other provider of credit to you named in your credit application or a credit report from a credit reporting body.

Credit Providers can mean:

- us and our related companies;
- any introducer, dealer or broker referred to in the loan application;
- any agent or contractor of ours assisting in processing the loan application; and
- other entities that may be involved in a securitisation arrangement we use to fund your loan.

Overseas disclosures

We may disclose your personal information overseas. The countries where we may disclose your personal information include New Zealand, United States of America, Canada, the Philippines or Germany. However, if we do disclose this information outside Australia, we will do so on the basis that the information will be used only for the purposes set out in this document.

Important information about credit reporting bodies

If you apply for or hold any kind of credit with us, we may disclose information to a credit reporting body. That includes disclosing that you are in default under a credit agreement or have committed a serious credit infringement, if that is the case. Credit reporting bodies collect credit information about individuals which they provide as credit reports to credit providers and others in the credit industry to assist them in managing credit risk, collecting debts and other activities. We disclose information to and collect information from Equifax, whose privacy policy and contact details are available at www.equifax.com.au.

"Credit pre-screening" is a service for credit providers wishing to send direct marketing material about credit services. A credit reporting body uses information it holds to screen out individuals who do not meet criteria set by the credit provider. Credit reporting bodies must maintain a confidential list of individuals who have opted out of their information being used in pre-screening. To opt out of credit pre-screening, contact the credit reporting body, using the contact details on their website, referred to above.

You can also ask a credit reporting body not to use or disclose your personal information for a period if you believe on reasonable grounds that you have been or are likely to be a victim of fraud, including identity fraud.

Disclosure to insurers

How information is collected by the insurer

In connection with providing credit to you, the insurer may obtain credit information about you from us or from a credit reporting body.

Purpose of collection

The insurer collects your information for the purposes of securing and administering lenders mortgage insurance in relation to your application for credit, including to:

- assess the risk of you or a guarantor not being able to meet your obligations to us;
- administer and vary the insurance cover including for securitisation and hardship applications;
- deal with claims and recovery of proceeds including enforcing a loan in place of a lender; and
- comply with legislative and regulatory requirements including the *Privacy Act* and the *Insurance Contracts Act* as amended from time to time.

What happens if you don't provide your information to the insurer?

If you do not provide any of the information the insurer will not be able to issue the insurance. As a result we may not be able to provide credit to you.

Who the insurer discloses your information to

Where permitted by the *Privacy Act* the insurer may disclose your information to third parties including:

- us;
- other insurers, re-insurers, valuers, claims assessors and investigators;
- guarantors or potential guarantors;
- credit reporting and ratings agencies;
- parties for the purpose of securitisation, fraud prevention and investigation;
- other financial institutions;
- your referees (including your employer), your legal and financial advisers;
- government or other regulatory bodies as required or authorised by law;
- payment system operators;
- service providers (including data consultants and IT contractors); and
- its related companies.

Insurer's contact details and Privacy and Credit Reporting policies

The insurers used by us are:

Genworth Financial Mortgage Insurance Pty Ltd (Genworth)
ABN 60 106 974 305
Level 26, 101 Miller Street
North Sydney NSW 2060
Ph: 1300 655 422
www.genworth.com.au/privacy-policy

QBE Lenders Mortgage Insurance Ltd (QBE)
ABN 70 000 511 071
82 Pitt Street
Sydney NSW 2000
Ph: 1300 367 764
www.qbelmi.com

The insurers Privacy and Credit Policies can be found at the websites noted above and contain information about the following:

- how you can access and correct your information the insurer holds;
- how you can make a complaint if you have concerns about how the insurer manages or holds your information; and
- how the insurer will deal with complaints.

Storage

The insurer may store your information in cloud or other types of networked or electronic storage and will take reasonable steps to ensure appropriate security measures are in place. Electronic or networked storage can be accessed from various countries via an internet connection. It is not always practicable to know in which country your information may be accessed or held.

Overseas disclosures

Where permitted by the *Privacy Act*:

- Genworth may disclose your information to organisations overseas including to its related companies (including to the USA, Canada and the United Kingdom);
- QBE may disclose your information to organisations overseas including to its related companies (including to the Philippines).

Overseas organisations may be required to disclose information shared with them under a foreign law. In these instances, to the extent permissible by law, neither us nor the insurer will be responsible for that disclosure.

Disclosure to guarantors

In connection with providing credit to you, the Credit Providers may give a guarantor, or a person who is considering becoming a guarantor, credit information about you for the purpose of enabling the guarantor to decide whether to act as guarantor or to keep informed about the guarantee.

Personal information about third parties

You represent that, if at any time you supply us with personal information about another person (for example a referee), you are authorised to do so; and you agree to inform that person who we are, how to contact us, how to obtain our Privacy Policy, and that we will use and disclose their personal information for the purposes set out in this Permission and that they can gain access to that information.

Electronic verification

Under the *Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF Act)* we can disclose your name, residential address and date of birth to a credit reporting body for identity verification, by matching the information you provide to us and the information held on the files of the credit reporting body.

We may notify you or others required to be identified under the *AML/CTF Act* of unsuccessful attempts to verify identity using credit reporting data. You can request that this verification not be performed if you supply sufficient identification acceptable to us (*Sections 35A (1) and (2) AML/CTF Act*).

Security, privacy policy, and marketing preferences

Security

We take all reasonable steps to ensure that all your personal information held by us (on our website or otherwise), is protected from misuse, interference and loss, and from unauthorised access, disclosure or modification.

Privacy Policy

Our Australian Privacy Principle & Credit Information Policy at greater.com.au provides additional information about how we handle your personal information. It sets out how you can ask for access to personal information we hold about you and seek correction of that information. It also explains how you can complain about a breach of the *Privacy Act* or the Credit Reporting Privacy Code, and how we will deal with your complaint. We will give you a copy of our Australian Privacy Principle and Credit Information Policy on request.

Marketing preferences

The Credit Providers may use, and share with each other, information about you to inform you about products and services. The Credit Providers may do so even if you are on the Do Not Call Register. You can ask us not to do so by phoning us on 1300 651 400.

If you are applying for a Credit Card the following information applies:

Balance Transfers

We accept balance transfers provided:

- The balance transfer amount is \$200 or more but it must be less than the available credit on your Greater Bank credit card at the time the balance request is processed; and
- The nominated account is a store card or credit card from another financial institution issued in Australia and which is not in default at the time this application is made or at the time the balance transfer request is processed.

Your balance transfer request will only be processed once you have activated your credit card. You (or the account holder) must continue to make payments to the nominated account while the balance transfer application is being processed and towards any remaining balance once the transfer has been completed. We will not close any nominated account. This is your responsibility.

Payments to your Greater Bank credit card will be applied to the balance transfer amounts prior to cash advances and purchases. Interest applies to the balance transfer amount from the date the request is processed.

Additional Cardholders

You are responsible for all transactions made on the credit card account by any additional cardholder. You authorise us to disclose to any additional cardholder information relating to:

- Account balance and available credit;
- Minimum payment due;
- Transactions on the credit card account; and
- Progress of the application after approval.



Office use only – To be completed by Lender

I hereby declare I have given Greater Bank Credit Card Key Fact Sheet to the customer on / /

Signature

Lenders Name _____ Lenders Signature _____

Declaration

By signing this declaration, you acknowledge and agree that:

- You apply for membership of Greater Bank;
- The Valuer's and/or Inspector's Reports are prepared for our purposes only and remain our property. Neither us nor the Valuer/ Inspector shall be under any legal obligation to you for any matter disclosed or not disclosed in such reports;
- This declaration does not impose any contractual obligations on us and is not intended to have any legal contractual effect;
- You have read and understood this permission to obtain and disclose information and authorise the persons and organisations noted in it to give and obtain the information in the ways specified above until the credit is repaid in full;
- Where information has been provided about another person, you declare the person has been made aware of that fact and the contents of this Privacy Declaration.

_____ Name of Applicant 1 (print)

_____ Name of Applicant 2 (print)

_____ Signed by Applicant 1

_____ Date

_____ Signed by Applicant 2

_____ Date

_____ Name of Guarantor (print)

_____ Name of Guarantor (print)

_____ Signed by Guarantor

_____ Date

_____ Signed by Guarantor

_____ Date