

## About this policy

This policy provides information about how Southern Cross Credit Union manages specified data and to authorise the disclosure of that data to third parties under the Consumer Data Right (CDR). References in this policy to data (including accessing, sharing, transferring and correcting data) apply specifically to data in the context of the CDR, as described in this policy below.

Please refer to Southern Cross Credit Union Privacy Policy on our website for information on how we collect, use, hold and disclose your personal information, as well as ensure the quality, integrity and security of your personal information under applicable Privacy Laws more generally.

## What is the Consumer Data Right?

The Consumer Data Right (CDR) will provide consumers with greater access to, and control over their own data, including the ability to safely transfer, their data to trusted third party. It allows an individual or organisation, with the right to:

- Request access to CDR data relating to banking products ('product data');
- Allow CDR data relating to you ('consumer data') to be shared with others; and
- Correct your consumer data.

## Accessing Southern Cross Credit Union product data

### What is product data?

Product data is information about the banking products and services that we offer. This information is generic in nature, and therefore does not relate or apply to any identifiable individual or business. Product data generally includes information about our pricing, eligibility criteria, fees, terms and conditions, availability and performance of our Southern Cross Credit Union products or service offerings.

### How do I access Southern Cross Credit Union product data?

Any member of the public, or organisation can make a request to access Southern Cross Credit Union product data. You do not have to be a customer of Southern Cross Credit Union to make the request. Detailed product information is publically available on our website. Requests to access Southern Cross Credit Union product data by end users can be made by accessing the relevant link on the website. This product data is disclosed to the person who made the request in machine-readable form.

## Accessing my consumer data

### What is consumer data?

Consumer data is information about banking products and services that relate to you, as an individual or business. This includes information about you as a user of a product and service, information about your use of the product and service, and any data that is wholly or partly derived from these categories of information.

For example, this may include data about your Southern Cross Credit Union:

- transaction, savings or cheque accounts;
- term deposit accounts;
- home loans or personal loans; and
- personal or business credit card accounts.

### When is it available to Southern Cross Credit Union Customers?

#### *Product Information*

Information about our savings, transactions account, and term deposits products including features, rates and fees was made available in 2020. Information about our residential home loans, investment property loans, mortgage offset accounts and personal loans was subsequently made available in February 2021. All remaining product reference data was made available in July 2021.

#### *Customer and account transaction data*

Southern Cross Credit Union will start providing access for customers to share their account data with accredited data recipients from 01 November 2021 in a phased approach in accordance with ACCC guidelines. More information with regard to this, and the relevant authorisations required, is available on our Open Banking page on the SCCU Website.

### How do I access my consumer data?

You can access your Southern Cross Credit Union consumer data at any time, and once we are ready you will be able to provide consent to share it with data recipients who have been 'accredited' under the CDR regime to receive consumer data.

### Disclosing CDR data?

We will only disclose CDR data to an accredited person if you have authorised us to do so. We will only disclose CDR Data as required under the CDR regime or to otherwise comply with the law. We will not accept any requests for disclosure of voluntary data.

If you authorise us to share your Southern Cross Credit Union consumer data as described above, it will be disclosed, in machine-readable form, to the accredited organisation through a specialised service that we provide ('accredited person request service').

## Is my data secure?

At Southern Cross Credit Union, data security is of utmost importance and Open Banking is no exception. Open Banking is your choice, and your data will be protected by privacy safeguards, which will keep you in control of how companies can use your data.

Third parties providing services via Open Banking must be accredited by the Australian Consumer and Competition Commission (ACCC) and comply with all privacy and security requirements.

## What if I decide to opt out of Open Banking?

If you choose to use Open Banking, you'll need to create an online account and password. You'll then need to give your consent for us to share any of your information. You can change your mind and revoke your consent at any time.

## Correcting my data

### How do I ask for my consumer data to be corrected?

You may request a correction of consumer data that we hold. To request a correction, please either contact us by phone or visit us in-branch. Details for how to contact us by phone and how to locate your nearest Financial Service Centre are listed at 'Contact us' below.

Once you make that request, we will confirm that we have received your request by acknowledging it verbally or in writing. We will then aim to correct consumer data within 10 business days, after which we will respond to your request in writing detailing whether the correction was made, and if not, providing the reasons why, in addition to the options available to you to escalate the matter.

If we share Southern Cross Credit Union consumer data that relates to you with an accredited data recipient with your permission, and later realise that the data we shared was incorrect, we will advise you of this in writing within 5 business days. When the data has been corrected, it will be shared through our accredited person request service the next time it is requested. If you would like to receive the corrected data, you can ask the relevant accredited data recipient to request it again through our accredited person request service.

## More information

### How do I make a complaint?

If you have any concerns about the way we handle your data, or would like to make a formal complaint, you can make a complaint over the phone, in writing or in person, by using the details listed at 'Contact us' below (subject to our operating hours if over the phone or in person).

### What information am I required to provide in relation to a complaint?

You will need to let us know your customer details (such as your name and Customer ID), contact details, information relating to your complaint and your desired outcome by making the complaint.

### How will Southern Cross Credit Union deal with my complaint?

If you are unhappy with the way that we have dealt with your CDR Data, you can access our internal dispute resolution scheme at any time without charge. When you make a complaint, you will need to let us know your full name, contact details, a short description of your complaint and your desired resolution. If we need some additional time to get back to you, we intend to acknowledge your complaint within 24 hours. If we cannot resolve your complaint, the complaint will then be referred to our dedicated complaints team, who will handle your complaint within the relevant timeframes required by law. We intend to resolve all complaints within 5 business days, however for more complex complaints, this may take up to 45 days. The possible resolutions available to you will depend on the nature of your complaint (for example, correcting any incorrect information held).

If you are not satisfied with our response, or how we have handled your complaint, you can contact:

- the Office of the Australian Information Commissioner (the Commissioner); or
- our external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA). Time limits apply to complain to AFCA. Please refer to AFCA's website set out below for details.

## Contact Us

### You can contact us by:

- Calling 1300 360 744
- Online at <https://www.sccu.com.au/contact/> – using our secure feedback form; or visiting any of our branches (see Branch Locations at <https://www.sccu.com.au/branch-locator/>); or writing to us at PO BOX 1602 Kingscliff NSW 2487
- If you require a copy of our CDR – Data Holder Policy, either electronically or in hard copy, please make a request by contacting us via any of the ways listed above.

### The Commissioner and AFCA can be contacted at:

Office of the Australian Information Commissioner GPO Box 5218

Sydney NSW 2001

Phone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au) Online: [www.oaic.gov.au](http://www.oaic.gov.au)

### AFCA can be contacted at:

Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Phone: 1800 931 678 (free call)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Online: [www.afca.org.au](http://www.afca.org.au)