

# CONSUMER DATA RIGHT POLICY

December 2024

**Contact Centre**

Phone: 132 267

**Email:**

[info@borderbank.com.au](mailto:info@borderbank.com.au)

**Website:**

[www.borderbank.com.au](http://www.borderbank.com.au)

## ABOUT US

Border Bank (a division of Police Bank Ltd) ('the Bank') is a member owned bank that provides a range of banking and financial products and services.

## WHAT IS OPEN BANKING?

Open Banking under the Consumer Data Right is an Australian Government initiative that gives you as a member greater control of your banking data. This means you can share your Police Bank data with organisations accredited as Accredited Data Recipients (ADRs) by the Australian Competition and Consumer Commission (ACCC).

## ABOUT THIS POLICY

This policy describes your rights under the Consumer Data Right (CDR) Law.

This policy provides you with information about how the Bank deals with CDR data, including how you can access and correct your CDR data and how to make a complaint.

You can find out more about the CDR from the Australian government at [www.cdr.gov.au](http://www.cdr.gov.au)

## CONSUMER DATA RIGHT

The Consumer Data Right (CDR) is a law which provides you with the right to:

- Request access to CDR data relating to banking products ('product data')
- Allow CDR data that relates to you ('consumer data') to be shared with other accredited data recipients; and
- Correct your consumer data

Border Bank is a 'data holder' under the CDR Laws. As a 'data holder' Police Bank is required to share certain data that we hold:

- about our products – 'product data' and
- products which you as a Member hold with us – 'consumer data'

Border Bank accepts requests for access to 'consumer data' and 'product data' that we are required to share by law under the CDR ('required data'). Border Bank does not accept requests for disclosure of additional data that we are not required to share – 'voluntary data'.

Data sharing through CDR may not be available in relation to some types of accounts or during any period where we have placed restrictions on your account.

## WHAT DATA IS AVAILABLE UNDER THE CDR?

There are two types of data available under the CDR – **Product data** and **Consumer data**.

**Product data** is general information about the banking products and services that we offer. It includes information about pricing, fees and charges, eligibility criteria and terms and conditions.

## HOW DO I ACCESS PRODUCT DATA?

Anyone can make a request to Border Bank to access Border Bank product data. You do not have to be a member or a customer of Border Bank to make a request. Product data is disclosed to the person who made the request.

**Consumer data** is information about banking products and services that relate to you. This includes information about you as a Member and user of a product, about how you use the product and what products you hold.

The types of consumer data we hold include:

- Member information such as your name and contact details
- Account details such as your account number, type, name, balance, features, and fees and charges
- Transaction information including dates, transaction descriptions and amounts debited or credited
- Specific data identifying or describing the features of a product

## HOW DO I ACCESS CONSUMER DATA?

To be able to access and share your CDR data through the CDR you must:

- Be a member and an individual or joint account holder
- Be at least 18 years of age
- Have at least one account with us that you can access through internet banking
- Have provided us with your mobile number

You can access your Border Bank consumer data by authorising us to share it with accredited data recipients. We can only share your consumer data with accredited data recipients. You can find a list of accredited data recipients (ADR) online at [www.cdr.gov.au/find-a-provider](http://www.cdr.gov.au/find-a-provider)

## YOUR CONSENT

We will never share your CDR data without your consent.

If you would like to share your CDR data, you will need to provide your consent to an accredited data recipient to

collect your consumer data from Border Bank and they will notify us of your consent. We will confirm your consent before we share your consumer data with the accredited data recipient. Once your consent is confirmed by us, we will ask you to check details of what you are consenting to and require you to authorise us to share the requested CDR data with the accredited data recipient.

**Important information** – You are not required to use or provide your internet banking password when providing your consent to share your CDR consumer data.

## WITHDRAWING YOUR CONSENT

If you change your mind, you can withdraw or amend your consent at any time through the CDR function in Internet Banking. If you withdraw your consent, we will stop sharing your consumer data with the accredited data recipient. You can also turn off your CDR data sharing arrangements at any time by revoking your authorisation.

## HOW TO CORRECT OR AMEND YOUR CDR DATA

If you think any of your consumer data is incorrect, you can ask us to correct it by contacting us on 132 267 or via the details below or by visiting one of our branches.

If we don't agree that the information is incorrect, we will tell you the reasons why and what you can do if you are unsatisfied with our response. We will not charge you any fee in relation to a request to correct your consumer data.

## IF YOU HAVE A COMPLAINT

To make a complaint about the treatment of your CDR customer data, you can:

- call us on 132 267
- email us on [info@borderbank.com.au](mailto:info@borderbank.com.au)
- visit one of our retail branches
- write to us at 25 Pelican Street, Surry Hills, NSW 2010
- visit [www.borderbank.com.au/forms/complaints-and-feedback](http://www.borderbank.com.au/forms/complaints-and-feedback)

Your complaint will be dealt with under our internal dispute resolution procedure.

If you are not satisfied with our response or our handling of your complaint, you can make a complaint, free of charge, to either the Australian Financial Complaints Authority (AFCA) or Office of the Australian Information Commissioner (OAIC) AFCA offers a free independent dispute resolution service. Please see contact details below:

### Australian Financial Complaints Authority (AFCA)

Phone: 1800 931 678

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

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

Mail: Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001, or

### Office of the Australian Information Commissioner (OAIC)

Phone: 1300 363 992

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Mail: GPO Box 5218, Sydney NSW 2001

## PRIVACY

At Border Bank, we understand your privacy is important to you and are committed to keeping your personal information secure. We value your trust in us and will operate in accordance with Australian Privacy Laws (the Privacy Act 1988 (Cth) (Privacy Act), Australian Privacy Principles (APPs), Privacy (Credit Reporting) Code (CR Code) and Customer Owned Banking Code of Practice (COBCOP).

For further information on how we collect, use, hold and disclose your personal information and how we keep your personal information secure, please refer to our [Privacy Policy](#). Our Privacy Policy also contains information on how you can request access to personal information we hold about you and how you can ask for corrections to be made to your personal information.

## CHANGES TO THIS POLICY

We may make changes to this Consumer Data Right Policy from time to time (without notice to you). The most current version of our Policy is available on our website and is available free of charge on request.