

# Consumer Data Right Policy

## About the CDR

The Consumer Data Right was introduced by the Australian Government to give customers greater access to and control over their data.

Under the *Competition and Consumer Act 2010* and the *Competition and Consumer (Consumer Data Right (CDR)) Rules 2020* (CDR Laws), you can request access to consumer data relating to you and request to correct data about you. You can also authorise us to share this data with accredited persons. This is called “Open Banking” in the banking industry.

The CDR lead regulator is the Australian Competition and Consumer Commission (ACCC). There is more information available about the CDR on the ACCC’s website [here](#).

## About us

Illawarra Credit Union (the Credit Union) is a CDR participant. CDR participants include data holders and accredited data recipients:

- A data holder is a business that holds customer data and must transfer the information to an accredited data recipient at the customer’s request.
- Customers consent to the transfer of their data from a data holder to an accredited data recipient under the CDR. An accredited data recipient has been accredited by the ACCC to receive customer data to provide a product or service. This may include other banks or financial institutions.

## About this policy

Under the CDR rules, all CDR participants must have a CDR policy that is separate to its privacy policy. The Credit Union’s CDR Policy has information about:

- How CDR data is managed
- How you can make an inquiry or a complaint

This policy only applies to data under the CDR regime (CDR Data). For information about how we collect, use, hold and disclose your personal information under Privacy Laws, see our Privacy Policy available [here](#).

The Credit Union will review this policy annually and we may update this policy, without notice to you, as required by our business or the law. This policy is available free of charge on the Credit Union’s website or upon request. You can request the Credit Union to provide you with this policy electronically or in hard copy.

## CDR Data

The CDR regime requires us to make certain information (CDR Data) available to you and/or to an accredited person you have authorised us to disclose the information to.

The CDR Data we hold includes:

- your name, occupation and contact details
- account details including account number, account name, balances and transaction details and information about any authorised third party operators
- information about direct debits, scheduled payments and saved payees on your accounts
- information about the products you have with us including product features and fees & charges

We hold this information in our banking system, either as electronic or paper files.

## 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.

## How you can access and/or correct your CDR Data

You can request access to your CDR Data at any time. You can request access to your CDR Data directly, or you can authorise an accredited person to do so on your behalf.

If the CDR Data we hold is incorrect, you can ask us to correct it. You can make a request in person, by telephone, or in writing by using the details listed under 'Contact Us' below.

If you are an individual, you may also be able to access and/or correct CDR Data that is your personal information. See our Privacy Policy [here](#) for more information on how you can seek to access and/or correct your personal information.

## Making a complaint

If you have any questions, complaints or concerns about with the way that we have dealt with your CDR Data, you can access our internal dispute resolution scheme at any time without charge.

You can make a CDR complaint in person, by telephone, or in writing by using the details listed under 'Contact Us' below.

When you make a complaint, we aim to acknowledge your complaint within 1 business day. We will investigate your complaint and contact you if we need more information. Most complaints will be resolved within 21 days but some complaints may take up to 30 days to resolve.

How your complaint is resolved will depend on your complaint. For example, we may resolve your complaint by:

- correcting any incorrect CDR data
- deleting any CDR data
- formal apology

We are a member of the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

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

- The primary complaints handler of the CDR regime – the Office of the Australian Information Commissioner (OAIC), or
- Our external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA).

If the complaint involves your personal information, you may also take your matter to the Office of Australian Information Commissioner (OAIC). We will advise you at the time how you can contact the OAIC.

## **What to include in your complaint**

When you make a complaint to us, please:

- Let us know your full name
- Include your contact details (address, phone number, email)
- Any identification or reference number (s), like your member number
- A short description of your complaint
- Let us know how you like us to resolve the matter

## Contact Us

You can contact us by:

- Calling 1300 13 22 49 (from Australia) or +612 4252 1200 (from overseas);
- Online at [illawarra.cu.com.au](http://illawarra.cu.com.au) using our secure feedback form;
- By visiting any of our branches (see Find Us on [illawarra.cu.com.au](http://illawarra.cu.com.au)); or
- In writing to us at Locked Bag 29 Wollongong DC NSW 2500

The OAIC 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)

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

### **The Australian Financial Complaints Authority**

GPO Box 3

Melbourne VIC 3001

Phone: 1800 931 678

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

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