

# Consumer Data Right Policy

Effective 18 June 2023



This Consumer Data Right Policy sets out how we manage CDR data, your rights to access and correct the CDR data we hold about you, and how you may give us feedback and make complaints about the handling of your CDR data.

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 Credit Union SA Ltd ABN 36 087 651 232 AFSL/ Australian Credit Licence Number 241066; and
- "you" and "your" includes our members.

If you would like more information about how we collect, hold, use or disclose your personal information generally, please read our Privacy Policy available at: [www.creditunionsa.com.au/legal/privacy](http://www.creditunionsa.com.au/legal/privacy). If you're an individual, you also have the right to access your CDR data that is also personal information outside of the CDR. Our Privacy Policy sets out further information on how you can seek access to and correction of your personal information outside of the CDR in accordance with the Australian Privacy Principles.

## About the Consumer Data Right (CDR)

The Consumer Data Right was passed into law by the Australian Government in 2018 and gives consumers greater access to certain data held by certain data holders. In the banking sector, the CDR is often called Open Banking and requires credit unions and banks to make certain data available in accordance with the CDR legislation and rules. This data includes general information about our products and your personal information (customer, account and transaction data).

The aim of the CDR and Open Banking is to increase competition in financial services, by enabling consumers to access their data and negotiate better deals and save money. It will make it easier for you to compare and switch between products offered by credit unions and banks, or provide your transaction data to an CDR-accredited app or website provider in connection with goods or services they provide to you.

You can find out more information about the CDR on our website at [www.creditunionsa.com.au/open-banking](http://www.creditunionsa.com.au/open-banking) and from the Australian Government at [www.cdr.gov.au](http://www.cdr.gov.au)

## CDR data you can access

Credit Union SA is a Data Holder under the CDR legislation and rules.

CDR data that may be accessed through the CDR includes:

- Customer data – certain data we hold about you such as your name, address and other contact details.
- Account data – certain data we hold that identifies your account or is about the operation of your account such as your account number, account type, and balance.
- Transaction data – certain data we hold about transactions on your account (for the past 6 years).
- Product specific data – certain data we hold about your products where relevant such as the type, name, price, fees, charges, interest rates, features and benefits, eligibility requirements and associated terms and conditions.

You can access the CDR data noted below if you are an eligible account holder:

- savings account;
- term deposit;
- transaction account;
- home loan offset account;
- personal credit card account;
- home loan account (owner occupied and investment);
- personal loan account;
- overdraft account;
- lines of credit;
- direct debits;
- scheduled payments;
- payees;
- closed account

The time period for some CDR data may be subject to limitations.

We only share the CDR data that we are required to share under the CDR legislation and rules (required product data and required consumer data). We do not accept requests to share any other types of data (voluntary product data and voluntary consumer data).

## CDR data account holder eligibility

To be eligible to access your CDR data you must be an individual who is 18 years of age or older and have at least one open account which you can access through Internet Banking (with Secure SMS enabled). CDR

data is available for accounts where you are an account holder or where you hold an active secondary user or nominated representative nomination.

In certain circumstances your CDR data may be shared by another eligible account holder without your approval by default (referred to as pre-approval disclosure):

- Where you hold a joint account with a CDR eligible joint account holder

You may at any time change this default to non-disclosure within Internet Banking which will disable data sharing for your membership or for the selected accounts for all account holders. If at any time you wish to reactivate data sharing all account holders must agree to your proposal before it takes effect.

You will be notified when CDR data is shared by another eligible account holder through our ordinary contact means when notifications are enabled in Internet Banking. The CDR consumer dashboard allows you to unsubscribe from these notifications and check the current disclosure option applied to accounts where you are an account holder.

## Allowing a third party to share data on your behalf (Secondary User)

An individual CDR consumer who is an account holder can nominate someone to be a secondary user who can authorise data sharing from your accounts. In order to make this nomination we provide you as an account holder with online functionality to nominate, withdraw and restrict secondary user instructions.

A secondary user is separate to a joint account holder and must be an individual over the age of 18 who has current account privileges to make transactions on your account. A secondary user may share your account, transaction and product specific data although cannot share your personal customer data.

## Non-Individual and partnership account data sharing (Nominated Representative)

For non-individual or partnership account data sharing at least one individual must be nominated as a nominated representative to authorise and manage data sharing on behalf of the non-individual or partnership account. In order to make this nomination you must contact Credit Union SA to enable data sharing which in conjunction with our online functionality allows you to manage data sharing arrangements for nominated representatives. There is no

automatic appointment of nominated representatives.

A nominated representative must be over the age of 18 and must have their identity verified in order for Credit Union SA to determine that they have either an appropriate operational relationship or are otherwise suitably authorised to be nominated. A nominated representative must also have internet banking access for the account that they are sharing data from.

A nominated representative may share account, transaction and product specific data although cannot share customer data relating to other account holders.

## Accessing your CDR data

Our eligible members can currently access their Credit Union SA CDR data through a third party who has been accredited to provide services under the CDR, referred to as an Accredited Data Recipient. With your consent, Accredited Data Recipients can request that we share your CDR data with them so that they can provide you with a range of goods or services, such as to facilitate a product application, or for use within an app. A list of Accredited Data Recipients can be obtained online at [www.cdr.gov.au](http://www.cdr.gov.au).

Before providing consent for an Accredited Data Recipient to collect your CDR data, you may want to review how the Accredited Data Recipient will manage the CDR data they collect and whether you want your CDR data to be deleted or de-identified when your CDR data is no longer required.

When you consent to an Accredited Data Recipient collecting CDR data we hold about you, you will be forwarded to our authorisation screen and will be asked to enter your member number. We will then provide you a secure One Time Password (OTP) using email or a push notification to your mobile phone to authorise us disclosing your CDR data to the Accredited Data Recipient. Where you are an account holder of the disclosed data we will notify you through our ordinary contact means when notifications are enabled in Internet Banking.

**Please note, we will never ask you for your Internet Banking log in details or ask you to share them with a third party**

**– including those who are Accredited Data Recipients. Doing so is a breach of our [Terms and conditions](#) and you may be liable for any unauthorised transactions which occur as a result.**

We will only provide the CDR data requested by an Accredited Data Recipient once we have verified that the Accredited Data Recipient is accredited and when you have authorised the disclosure. We will notify you via your CDR consumer dashboard in Internet Banking once your CDR data has been shared.

We have the right to refuse to disclose CDR data in certain circumstances including, but not limited to, when we consider it necessary to prevent physical or financial harm or abuse.

You will be able to view and manage your data sharing authorisations in your CDR consumer dashboard in Internet Banking. You may amend or withdraw an authorisation at any time via your CDR consumer dashboard in Internet Banking or by contacting us for assistance. If you do so, we will stop sharing your CDR data with the Accredited Data Recipient.

## Correcting your CDR data

If you believe any of your CDR data that we hold to be inaccurate, incomplete, or out-of-date you can ask us to correct it by contacting us on (08) 8202 7777.

We will acknowledge your request immediately and provide a written response within 10 business days to advise whether the CDR data has been corrected. If we correct any of your CDR data as a result of your request, and you would like us to share the corrected CDR data, you can contact the relevant Accredited Data Recipient/s and ask them to request the CDR data again, and we will share it.

If we do not agree with your correction request, we will explain why and advise you how to make a complaint if you are not satisfied with our decision.

## Feedback and complaints

If you have any feedback or a complaint about our handling of your CDR data, you can:

- provide feedback by completing our General enquiries form on our website: [www.creditunionsa.com.au/help-and-support/general-enquiries](http://www.creditunionsa.com.au/help-and-support/general-enquiries)

- call us on (08) 8202 7777 or 1800 018 227 (country SA) during our opening hours
- visit us at:  
400 King William Street, Adelaide
- write to us at:  
Customer Relations,  
Credit Union SA,  
GPO Box 699,  
Adelaide SA 5001
- fax us on (08) 8202 7727.

Our processes for handling complaints are detailed within our Deposit Accounts and Access Services Terms and Conditions. We will acknowledge receipt of your feedback or complaint within 24 hours and will do everything we can to investigate and resolve the matter to your satisfaction. We will do our best to ensure that our investigation is completed within 21 days of receiving your complaint. We will notify you in writing of either the outcome of our investigation or the fact that we require more time to complete our investigation (timeframe depends on what your complaint is about). We will provide regular progress updates and where appropriate provide you options for redress as they relate to your complaint.

To assist us in doing this, we ask that when contacting us you provide your name, contact details and information relating to the complaint. If you're unhappy with the outcome, we encourage you to put your concerns in writing to the:

### Disputes Resolution Officer

Credit Union SA  
GPO Box 699  
Adelaide SA 5001

Or by emailing:  
[info@creditunionsa.com.au](mailto:info@creditunionsa.com.au)  
with attention to the Dispute Resolution Officer.

If your complaint remains unresolved after 30 days, or if you are unhappy with the outcome, you may wish to refer the matter to external bodies that deal with privacy complaints.

These are the Australian Financial Complaints Authority (AFCA) which is our external dispute resolution scheme or the Office of the Australian Information Commissioner (OAIC).

### Australian Financial Complaints Authority

GPO Box 3, Melbourne VIC 3001  
Telephone: 1800 931 678  
Website: [www.afca.org.au](http://www.afca.org.au)

### Office of the Australian Information Commissioner

GPO Box 5288 Sydney NSW 2001  
Telephone: 1300 363 992  
Website: [www.oaic.gov.au](http://www.oaic.gov.au)



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