

# privacy notification

## for lending customers

### Outline

This Privacy Notification sets out:

- why we collect and use your information
- how we collect and use your information
- how you can access your information
- what happens if you do not wish to provide us with information
- when we can disclose certain information to a credit reporting body and how they may use your information
- whether we provide your information to other entities
- the availability of our Privacy Policy
- whether we disclose your information overseas and if so, where
- how you can contact us.

### Collection & use of your information

We collect and use your information to:

- provide you with customer benefits, financial services and products or information about those benefits, services and products
- provide you with information about financial services and products from third parties we have arrangements with
- conduct market and demographic research in relation to the products and services you and other customers acquire from us
- establish your eligibility for a loan
- establish your capacity to repay a loan.

The law also requires us to collect and hold your information:

- for our register of members under the Corporations Act
- to verify your identity under the AML/CTF Act
- to assess your capacity to pay a loan under the National Consumer Credit Protection Act.

### How we collect your information

We will collect information about you and your financial position from you directly.

When you apply for a loan, we will collect information about your credit history from a credit reporting body.

### How you can access your information

You can request access to your information at any time.

### What if you do not wish to provide us with information?

If you do not give us the information we require, we may not be able to admit you to membership or provide you with the financial service or product you have applied for.

### Providing your information to credit reporting bodies

The credit reporting body we disclose information to is Equifax.

If you do not make your repayments when they fall due or commit a serious credit infringement, we may disclose this to Equifax. Any information we provide to Equifax will be included in reports provided to credit providers to help them to assess your creditworthiness.

You can ask Equifax not to use your information for pre-screening of direct marketing by a credit provider. You can also ask them not to use or disclose your information if you reasonably believe that you have been or are likely to be a victim of fraud.

Equifax's policy on the management of information is available at [equifax.com.au](http://equifax.com.au). You can contact Equifax by:

- Phone – 1300 762 207
- Online – [mycreditfile.com.au](http://mycreditfile.com.au)

### Providing your information to other entities

We disclose your information to other entities. We can disclose your information to:

- entities that verify identity
- providers of payment and card services, when you make a transaction using a payment service or a card
- lawyers, conveyancers, accountants, brokers and agents who represent you
- contractors for statement printing and mail out, card and cheque production, market research or direct marketing
- affiliated product and service suppliers to provide information to you about their services and products
- credit reporting bodies and other financial institutions that have previously lent to you
- persons you use as referees
- for property loans – property valuers and insurers
- mortgage documentation service
- trustee and manager of securitised loan programs
- any proposed guarantor of a loan
- debt collection agencies, lawyers, process servers
- our auditors
- for loans guaranteed by the Commonwealth under the SME Guarantee Scheme – to the Commonwealth to meet the requirements of the Scheme.

We may disclose your personal information to a lenders mortgage insurer, Helia, if we decide to insure the loan. We have attached the mortgage insurer's Privacy Notification to the end of our Privacy Notification.

We will also disclose your information to law enforcement and government agencies as required by law.

### Our Privacy Policy

Our Privacy Policy is available at [summerland.com.au](http://summerland.com.au). The Policy contains information about:

- how you can access your information
- how you can seek correction of your information
- how you make a complaint and how we will deal with it
- in what overseas countries we are likely to disclose your information.

### Disclosure to overseas recipients

We currently disclose limited information to overseas recipients in Great Britain for the Verified by Visa product. Otherwise we do not disclose any other information to overseas recipients.

## How to contact us

You can contact us:

- in person at one of our branches
- by calling us on 1300 728 728
- by email at [privacy@summerland.com.au](mailto:privacy@summerland.com.au)
- by writing to:

Privacy Officer  
Summerland Bank  
PO Box 657  
Lismore NSW 2480

© Daniels Bengtsson Pty Limited – January 2019

## Details relevant to Helia's collection, use and disclosure of personal information

### Identity and contact details

Helia Insurance Pty Limited  
ABN 60 106 974 305  
Level 26, 101 Miller St.  
North Sydney NSW 2060  
Phone: 1300 655 422

### The individual may not be aware that Helia has collected the personal information & collection of personal information from someone other than the individual

In the event that your Credit Provider decides to obtain lenders mortgage insurance (LMI) on your loan, Helia will obtain information about you from the Credit Provider and Helia might also share some of your personal information with the Credit Provider, Credit Reporting bodies and others.

### The purpose for which Helia collects the personal information

Helia may use your information:

- to decide whether to insure a Credit Provider under an LMI policy
- to assess the risk of you defaulting on your obligations to a Credit Provider
- to assess the risk of a guarantor being unable to meet a liability arising under a guarantee
- to administer and vary the insurance cover including for securitisation and hardship applications
- to verify information that the Credit Provider collects about you
- to deal with claims and recovery of proceeds including, among other things, to enforce a loan in place of a lender if the LMI insurer pays out an insurance claim on your loan
- for a mortgage insurance purpose relating to you
- for any other purpose under the insurance policy Helia issues to the Credit Provider relating to your loan.

### The main consequences (if any) for the individual if all or some of the personal information is not collected

If you don't provide your information to the Credit Provider it will not be possible for Helia to process a Credit Provider's request for LMI.

### Any other APP entity, body or person, or the types of any other APP entities, bodies or persons, to which Helia usually discloses personal information of the kind collected

Where permitted by the Privacy Act, Helia may disclose information about you to third parties, in relation to any mortgage insurance policy relating to your loan. Those third parties may include:

- valuers, other insurers, re-insurers, claim assessors and investigators
- brokers or referrers that submitted applications on your

- behalf or referred you to the mortgage manager
- other financial institutions
- organisations that are involved in debt collecting or in purchasing debts
- organisations such as fraud reporting agencies, that may identify, investigate and/or prevent fraud, suspected fraud, crimes, suspected crimes, or other serious misconduct
- organisations involved in surveying or registering a security property or which otherwise have an interest in a security property
- Government or regulatory bodies (including ASIC and the Australian Tax Office) as required or authorised by law. In some instances, these bodies may share the information with relevant foreign authorities
- rating agencies to the extent necessary to allow the rating agency to rate particular investments
- organisations involved in securitising your loan, including re-insurers and underwriters, loan servicers, trust managers, trustees and security trustees
- guarantors and prospective guarantors of your loan
- payment system operators to allow an information collector to investigate or correct payments on your loan
- service providers (including data consultants and IT contractors), agents, contractors and advisers that assist the information collector to conduct its business.

### Helia's Privacy & Credit Reporting Policy

Helia handles information about you in accordance with its privacy & credit reporting policy set out at <https://helia.com.au/privacy-policy>

- how you can access and correct your information that Helia holds
- how you can make a complaint if you have concerns about how Helia manages your information
- how Helia will deal with complaints.

### Whether Helia is likely to disclose the personal information to overseas recipients

Where permitted by the Privacy Act, Helia may disclose your personal information to organisations overseas including its related companies (including USA, Canada or the United Kingdom), reinsurers, service providers, (including but not limited to data consultants and IT Contractors), its agents, contractors and external advisers and government and other regulatory bodies.

Overseas organisations may be required to disclose information shared with them under a foreign law. In those instances, Helia will not be responsible for that disclosure.

### Credit Reporting Information

Helia can obtain information about you from a credit reporting body to enable it to decide whether to insure a Credit Provider under an LMI policy or assess the risk of default by you or a guarantor, for a mortgage insurance purpose relating to you and for any other purpose under the insurance policy Helia issues to the Credit Provider relating to your loan.

### Storage

Helia may store your information in cloud or other types of networked or electronic storage and will take reasonable steps to ensure appropriate security arrangements are in place in relation to this storage. As electronic or networked storage can be accessed from various countries via an internet connection, it's not always practicable to know in which country your information may be accessed or held.