

# privacy notification

## for Prospective Guarantors

### Outline

This Privacy Notification sets out:

- why we collect and use your information in relation to a guarantee you propose to give us for a loan we may provide to a customer
- how we collect and use your information
- what happens if you do not wish to provide us with information
- whether we provide your information to other entities
- the availability of our Privacy Policy
- when we can disclose certain information to a credit reporting body
- how a credit reporting body may use your information
- 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 assess whether to enter into an agreement with you for you to guarantee a loan we propose to make to one of our customers.

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

- to verify your identity and meet our obligations 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.

We may collect information about your credit history from a credit reporting body. However, you must provide us with your written consent to collect this information..

The credit reporting body will record the fact that we have enquired about your credit history, and that record may be disclosed to other credit providers, and used and disclosed by the credit reporting body or a credit provider to assess your credit worthiness, including in the calculation of your credit score or credit rating.

When a credit enquiry is recorded on your credit report, it can affect your credit score in different ways. It might go up, down, or stay the same. This depends on factors like the type of credit you're applying for, how many other credit checks you've had recently, and other details in your report. An enquiry is more likely to lower your credit score if you make a lot of credit applications in a short time.

### How you can access 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 will not proceed with the loan to our customer.

### Providing your information to credit reporting bodies

The credit reporting body we disclose information to is Equifax.

If our customer does not make their repayments when they fall due or our customer commits a

serious credit infringement and you do not remedy their default, 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 – 13 8332

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 or help us comply with our obligations under the AML/CTF Act
- providers of payment and card services, when you make a transaction using a payment service or a card
- entities that help identify illegal activities and prevent fraud
- 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
- debt collection agencies, lawyers, process servers
- our auditors

We and the above third parties 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
- how we manage your credit-related personal information.

#### Overseas disclosure

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

If you have any questions, wish to request a correction of the personal information we hold about you, or wish to make a complaint, 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)
- in writing to:  
Privacy Officer  
Summerland Bank  
PO Box 657 Lismore NSW 2480

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### How to contact us

Consent is given to access my credit file

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Date:    /    /