

Privacy Notice.

September 2023.

Why we collect and use your personal information

Police Financial Services Limited trading as BankVic ACN 087 651 661 (we, us, our) collects, uses, and discloses personal information about you for the primary purpose for which it was collected to provide you with products and services and to manage our business.

We may also use your information for reasonably expected and related secondary purposes.

Information we collect, use, and disclose

We collect and use your personal information before, during and after we provide products or services to you.

When providing you credit this may include:

- Assessing your consumer or commercial credit application, including assessing your credit worthiness or your suitability to act as a guarantor;
- Managing your loan; and
- Collecting overdue payments.

Personal information collected, used, and disclosed may include 'credit information' such as:

- identity details, for example, your name, date of birth, sex, relationship status, current and former addresses, current and former employers, and your identity document image and number;
- that you have applied for credit, the amount, if we provided credit to you, or if you have agreed to be a guarantor;
- your financial hardship information;
- information about your current or closed credit accounts including repayment history;
- overdue payments by 60 days or more where collection action has commenced;
- information about unpaid payments including those that are no longer overdue;
- that in our opinion you have committed a serious credit infringement;
- if you have paid or discharged credit we have provided to you; and
- other relevant information about your credit standing, history and capacity, including information contained within a credit report.

We may be required by some laws to obtain certain information from you before we provide you a product or service or process certain transactions e.g. laws relating to consumer credit, taxation, anti-money laundering and counter-terrorism financing, and real property transactions.

If you do not provide us the personal information we require, we may not be able to provide you with products and services.

Disclosure of your personal information

In order to provide you with products and services and to manage our business, we may disclose your personal information to:

- external service providers, such as organisations which we use to verify your identity, payment systems operators, printing and mailing houses, research consultants, and information technology providers;
- our professional advisors, such as lawyers, accountants, and auditors;
- insurers and re-insurers, where insurance is provided in connection with our services to you;
- state or territory authorities that give assistance to facilitate the provision of home loans to individuals;
- other credit providers and their professional advisors;
- debt collecting agencies if you have not repaid a loan as required;
- your representative, for example, mortgage broker, financial advisor, lawyer, legal guardian, attorney, and any other person authorised by you;
- government and regulatory authorities, if required or authorised by law.

In addition to the above, when providing you with credit, we, along with our related companies, and where relevant, any mortgage broker, introducer, contractor or agent assisting us with your credit application, and any entity which we may use to manage or fund your loan such as a loan originator and the Reserve Bank of Australia (the **Credit Providers**), may:

- obtain a consumer and/or commercial credit report about you from a credit reporting body;
- obtain your personal information from your employer and/or any referees that you provide us and disclose to them your personal information for the purpose of verification;
- exchange credit information about you with each other; and
- exchange credit information, including a credit report, about you with any credit reporting body or other credit provider to you that you have listed in your credit application.

Disclosure to insurers

In you apply for credit, a lenders mortgage insurer or trade insurer may obtain credit information about you from a Credit Provider or credit reporting body to assess whether to provide insurance to us in relation to your credit application.

Disclosure to guarantors

If you apply for credit, the Credit Provider may give your personal information to a guarantor, or an individual considering becoming a guarantor, for them to determine whether or not to act as a guarantor for you.

The Credit Provider may provide ongoing credit information to a guarantor to keep them informed about your repayments and their liability.

Disclosure Overseas

We do not disclose your personal information overseas, including your credit information, however, our third-party service providers may. If we do disclose your personal information outside Australia, we will only do this in compliance with our Privacy Policy.

Credit reporting bodies

Credit reporting bodies provide credit reports about individuals to credit providers and others eligible entities to assist them in managing their credit risk, collecting debts and for other credit activities.

We may disclose your information to a credit reporting body if you make an application for credit or have any type of credit with us, including, if you have committed a serious credit infringement or are in default.

We may disclose your information to, or obtain information from, the below credit reporting bodies whose privacy policies and contact details are available on their respective websites: Equifax www.equifax.com.au

If you have reasonable grounds to believe that you have been, or may be, a fraud victim, you can request a credit reporting body to not use or disclose your personal information for a period of time.

Credit reporting bodies provide a service called 'credit pre-screening' that credit providers can use to screen out individuals who do not meet certain criteria before sending marketing material about credit products or services. You can opt out from having your information used for this service by contacting the credit reporting bodies referred to above.

Third parties' personal information

If you provide us with information about another individual, such as your employer, you confirm that you are authorised to do so and agree to advise the individual of who we are, how to contact us, that we will use and disclose their personal information for the purposes in this privacy collection notice, that they are entitled to gain access to their information, and how they can obtain a copy of our Privacy Policy.

Marketing

We may use your personal information, even if you are on the Do Not Call Register, to keep you informed about our products and services and those of third parties, unless you instruct us not to.

Security of personal information

We take reasonable steps to protect the personal information we hold about you from misuse, interference, loss, unauthorised access, modification, or disclosure.

Consumer Data Right

The Consumer Data Right (CDR) gives you the right to access your personal information along with some other data. You can provide your consent to accredited third parties to access the CDR data we hold about you as well as consent to us accessing your CDR data held by another data holder.

For further information please see our Consumer Data Right Policy which is available on request or through the open banking page on our website.

Privacy Policy

Our Privacy Policy, which provides further information on how we manage your personal information, is available on request by calling 13 63 73 or at bankvic.com.au. It sets out how you can access and seek correction to your personal information along with how you can make a complaint about a breach of the Privacy Act or the Privacy (Credit Reporting) Code, and how we deal with complaints.

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