

# Privacy Notice.

**February 2022.**

# Our commitment

In handling your personal and financial information, Police Financial Services Limited ABN 33 087 651 661 ('BankVic', 'us', 'we', 'our') is committed to complying with the Privacy Act 1988 and the Australian Privacy Principles.

BankVic recognises the importance of your privacy and is committed to protecting all personal and financial information about you that we hold. We are intent on safeguarding your privacy.

# What information do we collect, use and disclose?

The Privacy Act 1988 allows BankVic and other applicable persons to disclose personal information about you when related to the primary purpose for which it was collected.

In providing a product or service to you, BankVic may collect, use and where appropriate, disclose personal information such as:

- identifying information to enable us to verify your identity; such as your name, title, date of birth, current and 2 previous addresses, mobile number, email address, your current or last known employer, residency status, your driver's license or passport number, tax file number and/or Medicare number; and
- the reasons for you applying for a product or service.

If you apply for a credit related product, in addition to the above, we may collect, use and where appropriate, disclose 'credit-related information' as defined in Section 6N of the Privacy Act such as:

- the fact that you have applied for credit with us and the amount, or that we are a current credit provider to you and/or that you have agreed to be a guarantor;
- the names of any credit providers that have provided you with credit and the type and limit of that credit;
- the day on which that credit was made available to you and (if relevant) terminated;
- certain terms and conditions of that credit, including limited information about your repayment and interest obligations;
- advice that payments previously notified as unpaid are no longer overdue;

- information about your current or terminated consumer credit accounts;
- information about your repayment history (e.g. whether you made repayments on time, missed a payment or that you defaulted on a credit payment) including payments overdue for at least 60 days and for which collection action has started;
- information held in your consumer credit report in connection with an application that you have made to another credit provider for consumer or commercial credit;
- the type and amount of consumer or commercial credit you sought in that application;
- any court judgements made against you that relate to credit provided to, or applied for, by you;
- certain information about you on the National Personal Insolvency Index, including bankruptcy and debt agreements;
- commercial or consumer credit reports containing information about you from a credit reporting body;
- personal information about you from your employer and any referees that you may provide;
- in specified circumstances, the opinion that you have committed a serious credit infringement;
- the fact that credit provided to you by us has been paid or otherwise discharged; and
- other information about credit standing, worthiness, history or capacity that credit providers can disclose under the Privacy Act.

## Why do we collect information?

BankVic collects personal information directly from you before, during or after the provision of products and services to you, when you apply for membership and when you inform us of any change to the information we hold about you. We also collect your personal information from others when you transact on your account/s, visit our website, as required by relevant laws or with your specific consent in managing our business.

When providing credit to you, this may include assessing your application for consumer or commercial credit or to be a guarantor for the applicant, assessing your credit worthiness, managing your loan or the arrangements under which your loan is funded or collecting overdue payments.

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If you do not provide the requested personal information, BankVic may not be able to consider your application for credit or provide other services.

We use your personal information when:

- considering your eligibility for membership;
- considering your requests for products, services and other benefits;
- providing you with products, services and other benefits or special offers;
- executing your instructions;
- providing you with information about other products and services that may be of interest to you;
- assisting other organisations with whom we have an alliance or arrangement with their processes and systems to provide products and services to you;
- conducting research and development for our processes and systems;
- collecting overdue payments due under our credit products;
- managing our rights and obligations regarding external payment systems;
- undertaking market research, advertising and direct marketing;
- managing your membership and accounts, including handling your concerns or complaints or any legal action, collecting overdue payments, to identify, prevent or investigate any fraud, unlawful activity or misconduct or suspected fraud, unlawful activity or misconduct;
- maintaining and developing our business systems and infrastructure; and
- as required by relevant laws, regulations or codes of practice. The respective law will always be explained in seeking your consent to collect, use and disclose your personal information.

If you start an online application form but do not submit it, or you submit an application (whether electronically or otherwise) but do not proceed with the application, we may use your information to contact you regarding your application.

Most commonly, the collection, use and disclosure of personal information will be subject to:

- the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 where the provision of a designated product or service is governed by that Act;

- the provision, use and disclosure of your Australian tax file number under the Tax Administration Act 1953;
- where you are a tax resident of a country other than Australia, we ask you to disclose certain information under Division 396 of the Taxation Administration Act 1953 as it relates to all non-residents (Common Reporting Standard) and United States residents and citizens (Foreign Account Tax Compliance Act);
- where an insurance product is governed by the Insurance Contracts Act 1973, we will ask you and any life to be insured for information which may affect the insurance company's decision to grant insurance or the terms of insurance;
- under the Retirement Savings Account Act 1997 we are required to collect information about identity and circumstances for the purposes of opening and operating the respective account; and
- under the National Consumer Credit Protection Act 2010 to ensure we have sufficient information to make an informed decision about your credit application.

## Who can we provide your information to?

The Privacy Act allows BankVic and other applicable persons to disclose personal information about you when related to the primary purpose for which it was collected. In general, we do not use or disclose your personal information (including credit-related information) for a purpose other than:

- a purpose set out in this Privacy Policy;
- a purpose you would reasonably expect;
- a purpose required or permitted by law;
- a purpose related to your application for employment; or
- a purpose otherwise disclosed to you to which you have consented.

For the purpose of providing products and services to you and managing our business, we may give information to, but not limited to:

- external service providers to us, such as organisations which we use to verify your identity, payment systems operators, printing and mailing houses, administrative and operational services and research consultants;
- external organisations that are our assignees, agents or contractors;

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- insurers and re-insurers, where insurance is provided in connection with our services to you;
- superannuation funds, where superannuation services are provided to you;
- debt collecting agencies, if you have not repaid a loan as required;
- our professional advisors, such as accountants, lawyers and auditors;
- credit reporting bodies, including disclosing that you are in default under a credit agreement or commit a serious credit infringement, if that is the case;
- lenders' mortgage insurers, where relevant to credit we have provided;
- information technology service providers including those who assist or support us with data storage and processing and software development;
- state or territory authorities that give assistance to facilitate the provision of home loans to individuals;
- other financial institutions, including other credit providers and their professional advisors or a credit reporting body (for example, exchanging credit information about you with other credit providers, and exchanging credit information about you with any credit reporting body and any other provider of credit to you named in your credit application or a credit report from a credit reporting body);
- organisations with who we have an alliance or agreement for the purpose of promoting our respective products or services and agents used by us and our business partners in administering such an alliance or agreement;
- your representative, for example, lawyer, mortgage broker, insurer, other financial institution, financial advisor or agent, your executor, administrator, trustee, guardian or power of attorney, your employer, referees and other person authorised by you or to the extent deemed necessary by BankVic in order to deliver any instruction you give us;
- law enforcement bodies and courts; or
- government and regulatory authorities, such as Australian Prudential Regulation Authority, Australian Transaction Reports and Analysis Centre and Australian Securities and Investments Commission, if required or authorised by or under Australian law.

In addition, in connection with providing credit to you, we may:

- obtain a commercial and consumer credit report containing information about you from a credit reporting body;

- obtain personal information about you from your employer and any referees that you may provide;
- exchange credit information about you with other credit providers; and
- exchange credit information about you with any credit reporting body and any other provider of credit to you named in your credit application or a credit report from a credit reporting body.

Credit Providers can mean:

- us;
- any introducer, dealer or broker referred to in a loan application;
- any lenders' mortgage or trade insurer in the event that BankVic decides to obtain lenders mortgage insurance or trade insurance in relation to your loan application;
- any agent or contractor of ours assisting in processing a loan application; and
- other entities involved that may be involved in a securitisation arrangement which we use to fund your loan in the securitisation of your loan, including without limitation other credit providers and any.

## Electronic verification

Under the Anti-Money Laundering and Counter-Terrorism Financing Act, Act, we can disclose your name, residential address and date of birth to an electronic verification service (VixVerify) or credit reporting body such as Equifax Pty Ltd (Equifax). The purpose of this disclosure is to ask them to assess whether the personal information disclosed matches (in whole or part) personal information about you held in their records (if any). This electronic verification process helps us to verify your identity.

If you do not consent to us verifying your identity by electronic verification, we will provide you with an alternate verification process to identify you. This is explained in our membership application, on our website or you can contact us on 13 63 73 for further information.

## Overseas disclosures

We will not disclose your Personal Information overseas, including your credit information and credit eligibility information. However, our third-party service providers may. If we do disclose your information outside Australia, we will do so on the basis that the information will be used only for the purposes set out in this Privacy Policy.

## Important information about credit reporting bodies

If you apply for or hold any kind of credit with us, we may disclose information about you to a credit reporting body. That includes disclosing that you are in default under a credit agreement or have committed a serious credit infringement, if that is the case. Specifically, we may disclose information to or collect information from Equifax, whose privacy policy and contact details are at [www.equifax.com.au](http://www.equifax.com.au).

Credit reporting bodies collect credit information about individuals which they provide as credit reports to credit providers and others in the credit industry to assist them in managing credit risk, collecting debts and other activities.

“Credit pre-screening” is a service for credit providers wishing to send direct marketing material about credit services. A credit reporting body uses information it holds to screen out individuals who do not meet criteria set by the credit provider. Credit reporting bodies must maintain a confidential list of individuals who have opted out of their information being used in pre-screening. To opt out of credit pre-screening, contact the credit reporting body, using the contact details on their website, referred to above.

You can also ask a credit reporting body not to use or disclose your personal information for a period if you believe on reasonable grounds that you have been or are likely to be a victim of fraud, including identity fraud.

## Disclosure to insurers and guarantors

### Lenders' Mortgage and Trade Insurers

In connection with providing credit to you, a lenders' mortgage insurer or a registered trade insurer may obtain credit information about you from a credit provider (such as BankVic) or from a credit reporting body (such as Equifax) to assess whether to provide lenders' mortgage insurance to us in relation to an application for consumer credit, or whether to provide trade insurance to us in relation to an application for commercial credit.

### Guarantors

In connection with providing credit to you, BankVic may give a guarantor, or a person who is considering becoming a guarantor, credit information about you for the purpose of enabling the guarantor to decide whether to act as guarantor or to keep informed about the guarantee.



## Personal information about third parties

You represent that, if at any time you supply us with personal information about another person (for example a referee), you are authorised to do so; and you agree to inform that person who we are, how to contact us, and how to obtain our Privacy Policy, and that we will use and disclose their personal information for the purposes set out in this Notice and that they can gain access to that information by going to our website or contacting us.

## Security, privacy policy, and marketing preferences

### Security

We take all reasonable steps to ensure that all your personal information held by us (on our website or otherwise), is protected from misuse, interference and loss, and from unauthorised access, disclosure or modification.

### Privacy Policy

Our Privacy Policy is also available to you on request by calling 13 63 73; by visiting a branch and on our website [bankvic.com.au](http://bankvic.com.au). It provides additional information about how we handle your personal information. It sets out how you can ask for access to personal information we hold about you and seek correction of that information. It also explains how you can complain about a breach of the Privacy Act or the Credit Reporting Privacy Code, and how we will deal with your complaint. We will give you a copy of our Privacy Policy on request.

### Marketing preferences

We may use your personal information, including your contact details, to provide you with information about products and services, including those of third parties, which we consider may be of interest to you. We are permitted to do this while you are our customer, and even if you are on the Do Not Call Register.

We may also provide your details to other organisations for specific marketing purposes (including Facebook and Google data matching). We will consider that you consent to this unless you opt out. You may opt out at any time if you no longer wish to receive marketing information or do not wish to receive marketing information through a particular channel, like email. In order to do so, you will need to request that we no longer send marketing materials to you or disclose your information to other organisations for marketing purposes.

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You can make this request by calling our contact centre on 13 63 73 emailing us at [marketing@bankvic.com.au](mailto:marketing@bankvic.com.au) Our electronic marketing messages will include an 'unsubscribe' option allowing you to opt out of receiving further direct marketing.

To help us reach the right people with our credit direct marketing, we may ask a credit reporting body to "pre-screen" a list of potential recipients of our direct marketing against our eligibility criteria to remove recipients that do not meet those criteria. A credit reporting body cannot use information about your existing loans or repayment history in carrying out its pre-screening and it must destroy its pre-screening assessment once it has given us, or a contractor acting on our behalf, the list of eligible recipients. If you do not want your credit information used for pre-screening by a credit reporting body that holds credit information about you, you can opt-out by informing that credit reporting body (BankVic uses the credit reporting body Equifax - [www.equifax.com.au](http://www.equifax.com.au)).

## Contact Us

### Privacy Officer

Our Privacy Officer's contact details are:

- Phone:** 13 63 73
- Email:** [privacy@bankvic.com.au](mailto:privacy@bankvic.com.au)
- Post:** GPO Box 2074  
Melbourne VIC 3001

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