

### Privacy Statement

We understand the importance of protecting your privacy and we are committed to complying with the *Privacy Act 1988 (Cth)* ("the Privacy Act"), the Australian Privacy Principles set out in the Privacy Act, applicable Codes of Practice to which we subscribe and other laws and codes affecting your personal information. A copy of our Privacy Policy is available on our website at [www.beyondbank.com.au/privacy](http://www.beyondbank.com.au/privacy) or on request.

### How we collect your personal information

We will only collect personal information (including credit information) directly from you, unless you have provided your consent. This information will generally come from what you provide in your application for one of our products or services, and from supporting documentation.

We may also need to collect personal information (including credit-related information) about you from third parties, such as any referees that you provide, your employer, other Credit Providers and third party service providers including credit-reporting bodies.

### Why we collect your personal information

We may use your personal information (including credit-related information) for the purpose of providing products and services to you and managing our business relationship with you. This may include:

- assessing and processing 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
- executing your instructions
- ongoing servicing of our relationship with you
- charging and billing
- protecting you and us from error or fraud
- research and development
- collecting overdue payments due under our credit products
- managing our rights and obligations regarding external payment systems, or
- direct marketing.

We will not use or disclose your personal information (including credit-related information) for a purpose other than:

- a purpose set out in our Privacy Policy;
- a purpose you would reasonably expect;
- a purpose required or permitted by law; or
- a purpose otherwise disclosed to you to which you have consented.

If you do not provide us with the personal information that we request, we may not be able to consider your application for credit or provide other products and services.

### Laws under which we are required to collect your personal information

The *Anti-Money Laundering and Counter-Terrorism Financing Rules Instrument 2007 (No 1) (Cth)* requires that we collect certain information from you prior to admitting you as a customer. For example, if you are opening a membership as an individual, we are

required to collect your full name, date of birth and current residential address. We are also required to verify this information using a reliable and independent source. Different information is required to be collected and verified if you are opening a membership in a capacity other than an individual (eg a company).

The *National Consumer Credit Protection Act 2009 (Cth)* requires that we collect personal information from you when you are applying for credit from us. We are required to collect information about your credit requirements, objectives and financial situation. We are also required to collect the necessary information to verify your financial situation, which includes verifying your income and employment details.

### What information can be disclosed?

The Privacy Act allows us and other applicable persons to disclose personal information about you, and any guarantor, in connection with providing credit to you. Personal information may contain credit information and include:

- details to identify you and verify your identity, such as your name, sex, date of birth, current and two previous addresses, current and last known employer, and driver's licence number
- the fact that you have applied for credit and the amount, or that we are a current Credit Provider to you, or that you have agreed to be a guarantor
- advice that payments previously notified as unpaid are no longer overdue
- information about your current or terminated consumer credit accounts and repayment history
- payments overdue for at least 60 days and for which collection action has started
- in specified circumstances, that in our opinion 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, including a credit report.

### When we may give personal information to other organisations

The Credit Providers mentioned below may:

- obtain a commercial and consumer credit report containing personal information about you from a credit-reporting body
- obtain personal information about you from your employer and any referees that you may provide and disclose to them, for the purpose of verification, personal information you have provided to us which they could reasonably be expected to be able to verify
- exchange credit information about you with each other, 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
- our related companies
- any introducer, dealer or broker referred to in a loan application

- any Credit Provider named in your credit report issued by a credit-reporting body
- any agent or contractor of ours assisting in processing the loan application, and
- other entities involved that may be involved in a securitisation arrangement which we use to fund your loan and any loan originator.

In addition, in connection with assessing your loan application, administering your loan or collecting unpaid amounts under your loan, we may give information to:

- external organisations that are our assignees, agents or contractors
- external service providers to us, such as:
  - those we use to verify your identity
  - those we use to provide you with our products and services, including those for whom we act as an agent
  - administration service platforms
  - fund managers
  - payment systems operators
  - information technology service providers
  - printing and mailing houses
  - fraud prevention service providers, and
  - research consultants
- our professional advisers, such as accountants, lawyers and auditors
- your representative, for example, lawyer, mortgage broker, financial adviser or attorney, as authorised by you
- insurers and re-insurers, where insurance is provided in connection with our services to you
- debt collecting agencies, if you have not repaid a loan as required
- state or territory authorities, and PEXA (the national electronic property exchange), that give assistance to facilitate the provision of home loans to individuals
- government and regulatory authorities, if required or authorised by law
- other Credit Providers, and their professional advisers
- for loans issued as part of the Commonwealth Government's First Home Loan Deposit Scheme (FHLDS) or Family Home Guarantee (FHG):
  - National Housing Finance and Investment Corporation (NHFIC) for the purpose of meeting our reporting obligations, and
  - NHFIC and/or the Commonwealth Government for the purpose of overseeing, managing and conducting any further investigations in relation to the FHLDS
- other entities for which you have provided your consent.

#### Disclosure outside of Australia

We may disclose your personal information overseas if you choose to make an international transfer. The countries to which we may disclose your personal information are those to which you make a transfer. However, if we do disclose this information outside Australia, we will do so on the basis that the information will be used only for the purposes set out in our Privacy Policy.

From time to time we may use service providers or other third parties which operate or hold data outside of Australia. This may result in your personal information being stored overseas. These parties are selected specifically to assist in enabling us to provide products or services to you, in particular information technology solutions. At present our arrangements include providers based in the United States of America and the Netherlands. Where this occurs, we ensure that appropriate data handling and security arrangements are in place to protect your data.

#### Important information about credit-reporting bodies

If you apply for or hold any kind of credit with us, or agree to guarantee or indemnify a loan, we may disclose information 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 either Equifax or Illion.

The Privacy Policy and contact details for Equifax are available at [www.equifax.com.au](http://www.equifax.com.au) and for Illion are available at [www.illion.com.au](http://www.illion.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.

#### Lender's 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 or from a credit-reporting body 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, the Credit Providers 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 contacting us.

**Your rights to access, or seek a correction of, your personal information held by us**

Our Privacy Policy details how you can access, or seek a correction of, any personal information that we hold about you.

**How to notify us about a potential breach of the Australian Privacy Principles**

Our Privacy Policy details how you may complain about a possible breach of the Australian Privacy Principles or the Privacy (Credit Reporting) Code in relation to the personal information that we hold about you, and how we will deal with your complaint.

**Lenders Mortgage Insurance**

This section is relevant if we will or may be seeking Lenders' Mortgage Insurance (LMI) from one or more insurers in respect of the repayment of any credit that we may provide in respect of any mortgage that may be given to secure the repayment. In this Notice, each of the insurers listed in the Schedule is referred to as "the Insurer" so that a reference below to the Insurer means each of them acting alone or any or all of them acting collectively.

It is important to note that LMI insures us as the lender against loss on default under a mortgage finance arrangement we have with you. You do not receive the benefit of the LMI policy.

Where we apply to the Insurer for LMI in connection with:

- any credit sought by you from us (whether sought by you alone or with others); or
- any mortgage and/or guarantee given or to be given by you (whether alone or with others) to secure the repayment of any credit provided, or to be provided by us;

the Insurer will be collecting personal information about you.

The Insurer will be collecting any such personal information about you:

- to decide whether to insure us under an LMI Policy
- to assess the risk of you defaulting on your obligations to us
- 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 we collect about you
- to deal with claims and recovery of proceeds including, among other things, to enforce a loan in place of us if the LMI insurer pays out an insurance claim on your loan
- to conduct risk assessment and management involving credit scoring, portfolio analysis, reporting and fraud prevention
- to comply with legislative and regulatory requirements under the Privacy Act 1988 and Insurance Contracts Act 1984
- for a mortgage insurance purpose relating to you, and
- for any other purpose under the insurance policy issued to us relating to the loan.

Without the provision of your personal information to the Insurer, the Insurer may be unable to process or accept our application for LMI and we may be unable to provide the mortgage finance requested.

The insurer may seek and obtain further personal information

(including sensitive information) about you during the course of the insurance policy. The terms of this Notice and the Insurer's Privacy Policy and Credit Reporting Policy apply to the collection, use and disclosure of that information.

By signing the acknowledgment below, you agree and consent to the Insurer using and disclosing the personal information it collects about you for the purposes set out above (subject to any restrictions imposed on the Insurer by the Privacy Act 1988).

The Insurer will usually, or may, disclose personal information of the kind it collects about you to:

- us
- its related companies
- your referees, including your employer
- your legal and financial advisers
- 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 Taxation 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 services, 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; and
- service providers (including data consultants and IT contractors), agents, contractors and advisers that assist the information collector to conduct its business.

Where permitted by the Privacy Act, your personal information may be disclosed to organisations overseas including the Insurer's related companies (including in the Philippines), 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 or QBE LMI will not be responsible for that disclosure.

By signing the acknowledgment, you agree and consent (subject to the restrictions imposed on the Insurer by the Privacy Act 1988) to any such disclosures of your collected personal information by the Insurer, regardless of when or how the information was collected, even though some of the organisations may be overseas.

If and to the extent that the Insurer does so in a manner and for

purposes that conform with the Privacy Act 1988, by signing the acknowledgment below, you agree and consent to the Insurer:

- obtaining information about your commercial activities and commercial credit worthiness from a business which provides information about the commercial credit worthiness of persons, and to the Insurer using that information in assessing our application for LMI;
- giving to and receiving from us, any Credit Providers named in the application for credit, and any Credit Providers named in a credit report issued by a credit-reporting body, information about your credit worthiness, provided that the information is given or received for the purpose of assessing our application for LMI;
- obtaining a commercial and /or consumer credit report containing credit-related personal information about you from a credit-reporting body and to the Insurer using that report or any information derived from the report in assessing our application for LMI in respect of either consumer credit or commercial credit provided by us, and for any other purposes permitted under the Privacy Act 1988; and
- disclosing personal information (including credit-related personal information) about you to a credit-reporting body for any purposes set out in this Notice. Subject to the provisions of the Privacy Act 1988, you may have access to personal information collected and held by the Insurer about you. You may contact the Insurer for access to your personal information held (if any) by contacting the Privacy Officer of the Insurer at the address or in the manner disclosed in the Schedule.

**SCHEDULE**

In this Notice, the “Insurer” means each and every one of the following organisations (whether acting individually or together):

QBE Lenders' Mortgage Insurance Limited (“QBE LMI”)  
Level 5, 2 Park Street  
Sydney NSW 2000  
ABN 70 000 511 071 Toll-Free call 1300 367 764  
Contact Person: Privacy Officer  
Email: [compliance.manager@qbe.com](mailto:compliance.manager@qbe.com)  
<http://www.qbe.com.au>

Helia Insurance Pty Limited  
Level 26, 101 Miller Street  
North Sydney NSW 2060  
ABN 60 106 974 305 Tel: 1300 655 422  
Privacy Policy  
[www.helia.com.au/privacy-policy](http://www.helia.com.au/privacy-policy)

**Identification**

To minimise the risk of ID theft or fraud, we need to verify your likeness against your identity (ID) documents. One way to do this is by using a facial biometrics service. We have partnered with OCR Labs to provide the facial biometrics service, which requires you to use your phone camera to capture images of your face and your ID documents.

Some driver’s licences may include health information such as your organ donor status. The images that you take may also include geolocation data. We do not use this information and data for any other purpose than to verify the authenticity of your ID.

We require your consent to participate in the facial biometrics service, and for us to receive the images that you take using your phone camera (which images may include health information) for the purpose of verifying your identity. The relevant information and data will be collected by OCR Labs and shared with us. OCR Labs deletes the data once the verification report has been sent to us. We may use it to check against records held by the ID document issuer or information provider.

If you do not provide your consent, or if you do not have access to a phone camera, we cannot verify your identity using facial biometrics and we will need to verify your identity by another method.

**Acknowledgment and consent**

By signing, you acknowledge that you have read and understood this document and provide your permission to Beyond Bank Australia to obtain and disclose information in accordance with the manner specified in this Notice. Additionally, you authorise the persons and organisations named in this Notice to disclose and obtain information in the ways specified until the credit is repaid in full.

You also acknowledge by signing that the information you have provided in your application for credit is true, complete and correct. These particulars have been given to Beyond Bank Australia to enable it to decide whether or not to grant you a loan and you acknowledge that Beyond Bank Australia will rely upon these particulars when making its decision.

You declare that you are not undischarged bankrupts and there are no outstanding judgments or claims against you.

You consent to Beyond Bank Australia verifying your identity (which may be done via the use of a facial biometrics service or manually) and collecting your health information (specifically, your organ donor status, if applicable).

**Applicant 1**

Member No.	
Signature	Date / /
Name	

**Applicant 2**

Member No.	
Signature	Date / /
Name	