



CONSUMER DATA RIGHT POLICY

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UNDERSTANDING THE CONSUMER DATA RIGHT (CDR)

If you've heard the term 'Open Banking', then you may already have an idea of what the Consumer Data Right (CDR) involves. The CDR regime was first introduced in the banking industry. The CDR is designed to give you greater control of your data to increase competition, and encourage innovation in the Australian economy.

Simply put, the CDR allows you to access, and authorise ANZ to share, selected banking data for specific purposes with accredited organisations.

You can decide when to share your CDR data, what CDR data you share, and with whom.

What is 'CDR data'?

This includes your contact details, account information, transaction records or specific information about the banking products you have.



IMPORTANT INFORMATION

The CDR is comprised of amendments to the Competition and Consumer Act (2010) and the Privacy Act (1988). Together, this legislation, the Competition and Consumer (Consumer Data Right) Rules 2020 and ANZ's CDR Policy governs how we manage our customers' CDR data.

The Privacy Act (1988) and ANZ's Privacy Policy continue to govern how your personal information is managed.

For more information on how your privacy is protected, and how you can continue to seek access to and correct your personal information under the Privacy Act (1988), refer to ANZ's Privacy Policy at anz.com/privacy, drop into your nearest branch or

call **13 13 14** (or **+61 3 9683 9999** from overseas).

Our CDR Policy applies to Australia and New Zealand Banking Group Limited (ANZ). You can find ANZ's CDR Policy at anz.com/cdrpolicy. The CDR Policy applicable to ANZ Plus, ANZ's non-primary brand, is available at anz.com/plus/cdrpolicy.

All ANZ entities are subject to strict standards regarding the management of CDR data, regardless of location.

We take the security of your data seriously. We won't share CDR data if we believe there is a threat to the security, integrity, or stability of our technology or the technology supporting the CDR system.

ABOUT THIS DOCUMENT

Being transparent with our customers and keeping you informed is an important part of how we do business. As required by the Consumer Data Right legislation, we've put together this Consumer Data Right (CDR) Policy.

This policy explains how we manage your CDR data and describes how you can access and correct your CDR data, or make a complaint, if needed.

You can request from us an electronic or hard copy of this policy.

WHAT OUR CDR POLICY MEANS FOR YOU

As you're probably aware, we hold data about our customers – because we are required to, it helps us provide you with a product or service, and so we can continue to improve our banking services.

Some of this data is classified as 'CDR data' and as a result, this makes us a 'data holder' (as opposed to a 'data recipient'). See below for an explanation of how this works.



Data holder

ANZ is currently a data holder. As a data holder, we will share your CDR data with an accredited organisation only when you authorise us to do so.



Data recipient

These include accredited organisations (e.g. other banks and financial services organisations) which have your consent to collect and use your CDR data.

The Consumer Data Right (CDR) allows you to share your CDR data for specific purposes with any other accredited organisations you choose.

It is important to know that when you provide consent to an accredited organisation to collect and use your CDR data, you enter into an agreement with them.

Before providing consent, you may want to find out more about how the accredited organisation will manage the CDR data they collect, and give them clear instructions as to whether you want your CDR data deleted or de-identified.

REQUESTING YOUR CDR DATA

Now you can authorise us to share specific CDR data we hold about you. This will be done securely and swiftly with an accredited organisation.

This data is classified as your 'required consumer data' and includes:

- Contact details
- Account information
- Transaction records
- Product specific data

We'll only share your CDR data with accredited organisations when authorised by you.

Upon request, we will also share 'required product data'. This information is not about you or your products, but is public information about our products, such as credit card and debit cards, deposit and transaction accounts.

Requests for 'required product data' do not require specific authorisation.

We'll share CDR data as required by CDR legislation, any data beyond this will not be shared under CDR. This means 'voluntary data' (data that is not 'required data') will not be shared by ANZ.

You can withdraw your authorisation to share your CDR data at any time through your profile on ANZ Internet Banking or the ANZ App. Nominated representatives from your organisation can withdraw your authorisation to share your CDR data at any time through your profile on ANZ Internet Banking for Business. You can also get help to do this by calling our Contact Centre on **13 13 14** (or **+61 3 9683 9999** from overseas), or by visiting your local ANZ Branch or Business Centre.



IMPORTANT INFORMATION

In certain circumstances some of your CDR data may also be shared by another eligible person, for example:

- A joint account holder whom you have a joint account with. Unless you withdraw your approval, any joint account holder will be able to share CDR data from that account. If you withdraw your approval, joint account CDR data cannot be shared without permission from all joint account holders.
- A secondary user appointed on an account you hold.
- One or more nominated representatives of an organisation. An organisation may include business partnerships or companies.



NOTIFICATIONS AND CORRECTIONS

RECEIVING NOTIFICATIONS FROM ANZ

There are several occasions when you'll receive notifications from ANZ (e.g. via an email or SMS). If we've received authorisation to share your CDR data (e.g. your account or transaction data) with an accredited organisation, you'll be notified by an update to your profile on ANZ Internet Banking, the ANZ App, and on ANZ Internet Banking for Business.

This is where you can check what type of data was shared, when it was shared, and with whom.

If you don't have digital access, simply call us on **13 13 14** (or **+61 3 9683 9999** from overseas).

REQUESTING CORRECTION OF YOUR INFORMATION

It's important to keep your CDR data up-to-date. If you believe your CDR data is inaccurate, incomplete or out-of-date, call **13 13 14** (or **+61 3 9683 9999** from overseas) or email yourfeedback@anz.com.

Remember, you can securely manage your contact information and security details through your profile on ANZ Internet Banking and on the ANZ App. For business customers, please call **1800 801 485** (Weekdays 8am - 8pm (AEST)).

If you'd like us to correct information we've shared under the CDR, we will do so. If you'd like for your updated data to be shared, please contact the original recipient organisation to make another request.

If we don't agree the information needs to be corrected, we'll tell you why – and what you can do if you're unsatisfied with our response.

MAKING A COMPLAINT

WHO TO CONTACT IF YOU HAVE A COMPLAINT

If you believe we've breached any obligation we have in relation to the Consumer Data Right, and you would like to make a complaint you can contact us by using the online complaints form or via the options listed below. We will do our best to help resolve any issue you may have.

In order for us to assist you, we may need to verify your identity and obtain details of your complaint from you.



In writing

- Use our online complaints form at anz.com.au/complaint or
- Write to the ANZ Complaint Resolution Team: Locked Bag 4050, South Melbourne VIC 3205



By phone

- 13 13 14
- +613 9683 9999 from overseas
- Complaint Resolution Team 1800 805 154
- National Relay Service 133 677



In person

- Visit your nearest ANZ branch
- If you have a Relationship Manager, please feel free to contact them

HERE'S HOW WE RESPOND TO COMPLAINTS

We'll do our utmost to:

- **Resolve your complaint on the spot, if possible.**
- **Resolve your complaint within 5 working days.** If this isn't possible, we will confirm the outcome with you in writing. We will aim to resolve your complaint within 30 days (or 21 days for complaints regarding financial hardship or debt collection). If we can't meet these timeframes, we will explain why and provide an expected date for the outcome of your complaint. We will keep you informed of progress.
- **Investigate your complaint.** Where necessary, we'll consult with other credit providers or credit reporting bodies about your complaint.
- **Make a decision about your complaint.** We'll write to you to explain our decision.

Our resolution may include assisting you with managing your data sharing arrangements, or in some cases, seeking correction of your CDR data. If you are not satisfied with our response, you can have your complaint reviewed free of charge by the Australian Financial Complaints Authority (AFCA), an external dispute resolution scheme.

AFCA provides a free and independent dispute resolution service for individual and small business customers who are unable to resolve their complaints directly with ANZ. You can contact AFCA on:

Phone: 1800 931 678

Email: info@afca.org.au

Website: afca.org.au

Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne, VIC 3001

Time limits may apply to complain to AFCA. Please act promptly and consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

You may also raise any CDR concerns directly with the Office of the Australian Information Commissioner (OAIC).

OAIC acts as an impartial third party when investigating and resolving a complaint in relation to the handling of your CDR data. You can contact the OAIC on:

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Website: oaic.gov.au

Mail: Office of the Australian Information Commissioner
GPO Box 5218, Sydney, NSW 2001

To find out more, please feel free to:



Call our Contact Centre on 13 13 14
(or +61 3 9683 9999 from overseas)



Email yourfeedback@anz.com

