



**Our commitment:** we value your trust in us as a member-owned banking entity. It is important for us to keep your information secure. As a banking entity, it is also important for us to keep your information confidential. To achieve this we will comply with the *Privacy Act 1988* and the *Australian Privacy Principles (APPs)* and the Credit Reporting Privacy Code. The *Privacy Act 1988* sets out how we are to collect, use, disclose and store credit information and credit eligibility information. The *Privacy Act 1988* also requires us to have a privacy policy.

**Scope of our policy:** This Policy relates to our management of your credit information and credit eligibility information.

**Outline of our policy:** Our Policy sets out:

- what information we collect and hold
- how we collect and hold that information
- what information we use from your credit report
- why we collect, hold, use and disclose your information
- in what overseas countries are we likely to disclose your information
- how you can access your information
- how you can correct your information
- how you can make a complaint
- how we will deal with your complaint.

**What information we hold and collect:** We will collect:

- your name, date of birth and evidence of identity
- information about your financial position
- confirmation of your financial position
- your current credit history.

**How we collect your information:** We will collect information about:

- you and your financial position from you directly
- your credit history from a credit reporting agency.

**How we hold your information:** We hold your information in our banking system. We have security systems to guard against unauthorised access. We limit access to our employees on a needs basis. We will destroy or de-identify information when we no longer need it.

**What information do we use from your credit report?** We use your credit report to check if what you have told us about your financial history is correct. We look at the following information:

- what are your current loans
- what loans have you applied for
- if available, your repayment history on any loans and your default history
- any payment defaults reported by service providers such as telcos and energy companies
- whether there are any Court judgments against you
- whether you are or have recently been a bankrupt
- whether you have committed any serious credit infringements.

Your credit report will usually only contain information from the past 5 years. It may contain information from up to the past 7 years if you have committed a serious credit infringement. We may ask you to explain why your credit report differs from your financial history.

**Why we collect, hold, use and disclose your information:** We collect and use your information to:

- establish your eligibility for a loan
- establish your capacity to repay a loan.
- conduct market and demographic research and analysis of customer lending

We disclose your information to other entities. We only disclose your information as needed and as required by law. We can disclose your information to:

- 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
- credit reporting bodies and other financial institutions that have previously lent to you
- for property loans – property valuers and insurers
- mortgage documentation service
- trustee and manager of securitised loan programs
- any proposed guarantor of a loan
- debt collection agencies, lawyers, process servers.

We will also disclose your information to law enforcement and government agencies as required by law.

**Disclosure to overseas recipients:** We do not currently disclose your information to overseas recipients.

**How you can access and/or correct your information:** You can request access to your information at any time. If the information we hold is incorrect, you can request us to correct it. You can make a request by contacting us, by visiting one of our branches or by telephone. Contact details can be found on our website at [www.nicu.com.au](http://www.nicu.com.au). We do not currently charge any fees for giving you access to your information.

**Making a complaint:** You may make a complaint to us if you consider that we have not complied with the relevant credit reporting provisions of the *Privacy Act*. You can complain:

- in person at one of our branches
- by calling us on 1300 65 6581
- by email at [PrivacyOfficer@nicu.com.au](mailto:PrivacyOfficer@nicu.com.au)
- in writing to The Privacy Officer, NICU Ltd, PO Box 652 Tamworth NSW 2340.

We will deal with your complaint under our internal dispute resolution procedure. We will give you a Guide to our complaints process when you make your complaint. We are also part of an external dispute resolution scheme. If you are not satisfied with how we handled your complaint, you can take the matter there. We will tell you at the time how you can contact the external dispute resolution scheme.