

abal banking

Arab Bank
Australia Limited

**Arab Bank Australia Limited (ABAL)
Consumer Data Right (CDR) Policy**

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Contents

Version Control	3
About this policy	3
Definitions	3
What is the Consumer Data Right (CDR)?	4
Accessing ABAL product data	4
What is product data?	4
How do you access ABAL product data?	4
Accessing your consumer data	4
What is consumer data?	4
What types of consumer data does ABAL hold?	5
How do you access and share your CDR data?	5
How will your consumer data be shared?	5
Correcting your data	5
How do you ask for your consumer data to be corrected?	5
Complaint	6
How do you make a complaint?	6
What information are you required to provide in relation to a complaint?	6
How will ABAL deal with your complaint?	6
Contact Us	7

Version Control

Date	Created / Modified by	Reviewed by	Version	Comments	Endorsement / Approval
October 2020	Senior Compliance Officer	Senior Compliance Manager	1.0	Initial Policy	Operational Risk Committee (ORC). Board Risk Committee (BRC). Board.
October 2021	Senior Compliance Officer	Senior Compliance Manager	1.1	Annual Review. No material changes.	Operational Risk Committee (ORC). Managing Director.

About this policy

As required by the new Consumer Data Right legislation, this Consumer Data Right (CDR) Policy explains how we manage your (customer) CDR data and describes how you can access and correct your CDR data, or make a complaint, if needed.

Your (customer) privacy and the security of your information is important to us. Therefore, we will not 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.

The Privacy Act (1988) and ABAL's Privacy Policy continue to govern how your personal information is managed. For more information on how your privacy is protected and how we handle your information at ABAL, refer to our Privacy Policy at <https://www.arabbank.com.au/about/privacy-policy>.

Definitions

There is a number of terms used in this Policy that are defined in the Consumer Data Right Rules, including the following:

Data Holder: A data holder is a business that holds consumer data and must transfer the data to an accredited data recipient at the consumer's request.

Accredited Data Recipient: An accredited data recipient is a provider that has been accredited by the ACCC to receive consumer data to provide a product or service. They may also be referred to as 'ADRs' or 'Accredited Providers'.

Consumer Data: Consumer data is information about banking products and services that relate to you as a customer of ABAL, whether you are an individual or a business.

Consent: The CDR Rules require that the consent given by a consumer to collect and use CDR data is voluntary, express, informed, specific as to purpose, time limited and easily withdrawn. The consent can only remain valid for a maximum period of **12 months**. Without express consent, the accredited person is not able to collect or use CDR data.

Accredited Person Request Service: A data holder's 'accredited person request service' is an online service allowing accredited persons to make consumer data requests to the data holder on behalf of eligible CDR consumers.

What is the Consumer Data Right (CDR)?

The CDR regime relates to the concept of 'Open Banking' and will apply first to the banking industry then to other industries including energy, and telecommunications. The CDR is designed to give you greater control of your data, to increase competition, and encourage innovation in the Australian economy.

The CDR allows you to access and share your banking data with accredited organisations. You can decide when to share your CDR data, what CDR data you want to share, and with whom you want to share it. Simply put, you can:

- Request access to CDR data relating to banking products ('product data');
- Allow CDR data relating to you ('consumer data') to be shared with others; and
- Correct your consumer data.

ABAL will only share data that we are required to share under the CDR legislation and we will only share it after you provide your consent. We do not accept requests for data sharing that are beyond what is required under the CDR legislation.

Accessing ABAL product data

What is product data?

Product data is information about the banking products and services that we offer. This information is generic and does not relate to any identifiable individual or business. Product data includes information about our product types, pricing, eligibility criteria, fees and terms and conditions.

How do you access ABAL product data?

Any individual or entity can make a request to access ABAL product data. You do not have to be a customer of ABAL to make the request. Requests to access ABAL product data can be made using our product data request service, which is accessible through our website via the following link:

<https://openbanking-developer.arabbank.com.au/docs/services/>

Product data is disclosed to the person who made the request in machine-readable form.

Accessing your consumer data

What is consumer data?

Consumer data is information about banking products and services that relate to you as a customer of ABAL, whether you are an individual or a business.

What types of consumer data does ABAL hold?

The types of consumer data that we hold include:

1. customer information such as name, occupation and contact details;
2. account details such as your account number, account name, balances, and fees and charges;
3. transaction information including dates, description and the amount debited or credited.

How do you access and share your CDR data?

ABAL is currently a data holder. You can access your ABAL consumer data by authorising us to share it with data recipients who have been 'accredited' under the CDR regime to receive CDR data.¹

We can only share your ABAL consumer data with organisations that have been accredited, and if you are eligible to make a sharing request under the CDR regime.

For example, if you apply for a loan with another bank and they request to see data on your ABAL transaction account, as part of their assessment, you can give us your consent to share your ABAL consumer data relating to that transaction account with them if they are an accredited recipient to receive data under the CDR.

If you authorise us to share your ABAL consumer data as described above, it will be disclosed, in machine-readable form, to the accredited data recipient through our specialised platform provided by 'Turnkey IO'.

How will your consumer data be shared?

Under the CDR legislation, we will only share your ABAL consumer data with another accredited data recipient if you give us your consent to do so, unless otherwise required by the Law.

Details of how consumer data will be shared, will be provided closer to the date ABAL will go live with the consumer sharing requirements under the Law. This Policy will be updated accordingly.

Correcting your data

How do you ask for your consumer data to be corrected?

You may request a correction of your consumer data that we hold. To request a correction, please either contact us by phone or visit us in-branch. Details for how to contact us by phone and how to locate your nearest branch are listed at 'Contact us' below.

Once you make that request, we will confirm that we have received your request by acknowledging it verbally or in writing.

We will then aim to correct consumer data within 10 business days, after which we will respond to your request in writing detailing whether the correction was made, and if not, providing the reasons why, in addition to the options available to you to escalate the matter.

¹ 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, it is always your responsibility 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.

If we share ABAL consumer data that relates to you with an accredited data recipient with your consent, and later realise that the data we shared was incorrect, we will advise you of this in writing within 5 business days. When the data has been corrected, it will be shared through our accredited person request service the next time it is requested. If you would like to receive the corrected data, you can ask the relevant accredited data recipient to request it through our accredited request service.

Complaint

How do you make a complaint?

If you have any questions or any concerns about the way we handle your data, or would like to make a formal complaint, you can make a complaint over the phone, in writing or in person, by using the details listed at 'Contact us' below (during business hours).

What information are you required to provide in relation to a complaint?

You will need to let us know your customer details (such as your name and Customer ID number or account number), contact details, information relating to your complaint and your desired outcome.

How will ABAL deal with your complaint?

Once the complaint has been lodged, we will respond to you within the relevant timeframes required by law.

We intend to resolve all complaints within 5 business days, however more time is required for more complex complaints depending on the nature of each complaint.

If you are not satisfied with the response you receive, you may ask for the decision to be reviewed as a dispute by our Senior Management.

Following the above, if you are still not satisfied with our response or how we have handled your complaint, you can contact:

- Our Privacy Officer (details listed below); or
- Our Customer Advocate; or
- The Office of the Australian Information Commissioner (OAIC); or
- The Australian Financial Complaints Authority (AFCA). Please note, time limits apply to complain to AFCA. Refer to AFCA's website as per details set out below.

Further details about the complaints management process can be found on our website at <http://www.arabbank.com.au/complaints>

Contact Us

▪ ABAL

• In Person

You can raise your complaint with us in person through our staff by visiting your home branch or the branch you've been dealing with.

Find a branch: <https://www.arabbank.com.au/about/find-a-branch>.

• In Writing

Our Privacy Officer's contact details are:

- Mail: PO Box N645, Grosvenor Place, Sydney NSW 1220
- Email: service@arabbank.com.au
- Telephone: 1800 646 484 - Overseas callers: +61 2 9377 8900
- Fax: 02 9221 5428

• Online enquiry

- Email: service@arabbank.com.au
- Customer Advocate: customeradvocate@arabbank.com.au

▪ The OAIC and AFCA

- The OAIC is responsible for privacy matters that are conferred by the Privacy Act and other laws. Under the Privacy Act, a person can make a complaint to the OAIC about the handling of their personal information.

- Phone: 1300 363 992
- Writing: GPO Box 5218 Sydney NSW 2001
- Email: enquiries@oaic.gov.au
- Online: www.oaic.gov.au

- AFCA is the dispute resolution scheme for financial services. Its role is to assist consumers and small businesses to reach agreements with financial firms about how to resolve their complaints. If a complaint does not resolve between the Bank and the customer, AFCA can decide an appropriate outcome.

- Phone: 1800 931 678 (free call)
- Writing: GPO Box 3 Melbourne VIC 3001
- Email: info@afca.org.au
- Online: www.afca.org.au