

## **Consumer Data Right (CDR) Policy**

1 August 2024

### **What is the Consumer Data Right?**

The Consumer Data Right (**CDR**) was introduced by the Australian Government to give consumers more choice and control over how their data is shared.

Under the *Competition and Consumer Act 2010* and the *Competition and Consumer (Consumer Data Right) Rules 2020 (CDR Laws)*, consumers can ask for their data to be securely transferred to an accredited provider so they can investigate, compare and access services more easily. In the banking sector, this is called “open banking”.

The Australian Competition and Consumer Commission, or ACCC, is the lead CDR regulator. You can find out more about the CDR framework on the ACCC’s website.

### **About us**

Beyond Bank Australia Limited (ABN 15 087 651 143 AFSL/Australian Credit Licence 237856) (**we, us, our**) is a **CDR participant**. CDR participants include data holders and accredited data recipients:

- 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.
- Under the CDR system, consumers consent to a transfer of their data from a data holder to an **accredited data recipient**. An accredited data recipient has been accredited by the ACCC to receive consumer data to provide a product or service. Examples of accredited organisations include banks, other financial institutions and financial technology companies.

We are currently both a data holder and an accredited data recipient. This means we will share your data with an accredited organisation, but only when you authorise us to do so. We can also request other data holders share your data with us, where they have your consent to do so. Our current CDR Policy is available on our website. You can request us to provide this policy to you electronically or in hard copy by using the ‘Contact us’ details below.

### **About this policy**

All reference in this policy to data relates to data in the context of the CDR, which is called **CDR data**, and includes information we hold about you such as your name and contact details, as well as detailed information about the products and services you have and your use of those products or services. This is further explained below. Our Privacy Policy (at <https://www.beyondbank.com.au/privacy.html>) continues to govern how your personal information is managed.

We have put together this CDR Policy to provide you with information about:

- how we manage your CDR data;



- how you can access and correct your CDR data;
- how to request our general product data; and
- how you can make an inquiry or make a complaint, if needed.

We will review this CDR Policy annually and we may make changes to it from time to time that are necessary for our business requirements or the law.

### **Types of data we collect**

We collect the following classes of CDR data:

- individual consumer data (name, occupation and contact details)
- business consumer data (organisation profile and contact details)
- account name, type and balance
- account number and features (including interest rates, fees and discounts)
- account balance and details
- transactions details (including dates, descriptions and amounts)
- direct debits and scheduled payments
- saved payees
- information about our products and services (this generally includes information about our product pricing, eligibility criteria, fees, terms and conditions of our products or service offerings).

We will refer to CDR data we hold about you as “your CDR data” and we will refer to information about our products and services as “required product data”.

### **How CDR data is held**

We store data securely in Australia as outlined in our Privacy Policy and in accordance with legal requirements, and we will delete your CDR data once you withdraw your consent, or your consent expires.

### **Purpose of collection, use and storage of CDR data**

We collect, use and hold CDR data for the purpose of delivering and managing our products and services we offer.

We will collect and use your data in accordance with your consent, the purpose of the products and services we are providing, and the CDR regime.

### **Disclosure to outsourced service providers**

We sometimes use services from third parties called “outsourced service providers”. Our outsourced service providers are located in Australia. They are bound by written agreements with us and are not permitted to share or sell any CDR data we provide to them. They will delete your CDR data and any data that is derived from your CDR data once your consent

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expires or you withdraw your consent (unless they are legally required or permitted to keep it).

Our outsourced service providers that we share CDR data with are:

- Frollo, an accredited data recipient and provider of the Personal Financial Management facility which provides a view of your financial position.

The types of CDR data that we may disclose to our outsourced service providers includes customer data, account data and transaction data.

### **Disclosures to non-accredited entities**

We will not disclose your CDR data to non-accredited persons, including outsourced service providers, unless we have your consent.

### **Overseas disclosures**

We will not disclose your CDR data to accredited persons outside Australia, unless you specifically ask us to share your data with an overseas recipient that is accredited under the CDR regime.

We do not share CDR data with service providers overseas who are not accredited persons.

### **Events we will tell you about**

We will give you notice by email if any of the following events occur:

- When you give us consent to collect, use or disclose your CDR data
- When you amend or withdraw any consent described above
- When we collect your CDR data
- When we disclose your CDR data to an accredited person
- Ongoing notification requirements relating to your consent
- Notification requirements in relation to the expiry or amending of your consent
- Responses to your correction request (see “Correcting your CDR data” below)
- Any eligible data breaches affecting you under the Notifiable Data Breach Scheme.

### **Access to your CDR data**

You can authorise us to share specific CDR data we hold about you with an accredited data recipient. This specific CDR data is called your “required consumer data” under the CDR Laws, and it includes:

- customer data, such as name and contact details
- account data, such as account number, account name, opening and closing balances
- transaction data, such as date of transaction, description of transaction, categorisation of the transaction
- product specific data for a product you use, such as product name, interest rates, fees and product features.



For example, if you apply for a home loan with another bank and they request to see the transactions on your Beyond Bank Australia savings account as part of their credit assessment, you can authorise us to share your CDR data relating to that savings account with them if they are accredited to receive data under the CDR.

If you authorise us to share your CDR data, we can disclose it in a machine-readable form to the accredited organisation of your choice. To make a request, please provide authorisation via the consumer dashboard within our internet banking system or contact us by using the details listed under “Contact us” below.

We can only share your CDR data with accredited data recipients (unless required by law) and if you are eligible to make a sharing request under the CDR Laws.

### **Access to general product data**

Upon request, we will share “required product data” with you or an accredited data recipient. Under the CDR Laws, “required product data” is public information about the products and services that we offer, such as home loans, car and personal loans, debit and credit cards, transaction accounts and insurance. This generally includes information about the eligibility criteria, terms and conditions, interest rates, fees, availability or performance of a product. Because this information is generic in nature, it does not specifically relate to you or identify you.

To request us to share “required product data”, please provide authorisation via the consumer dashboard within our internet banking system or contact us by using the details listed under “Contact us” below. We can then disclose the information to the person who you request us to in machine-readable form.

### **Voluntary data**

We will only share data that we are required to share under the CDR Laws. This means we will not share any “voluntary data”. In the future, we may accept requests for some types of voluntary data. We may charge a small fee to cover our costs if we provide access to voluntary data but will notify you of the fee first.

### **Sharing CDR data from a joint account**

A joint account is enabled for sharing unless one of the account holders chooses to disable sharing. When sharing is enabled, any account holder can share this account with accredited data recipients without further approval. Any account holder can stop sharing of a joint account at any time.

### **Correcting your CDR data**

If you believe your CDR data is incorrect, incomplete or out of date, you can request that we update the information via the consumer dashboard within our internet banking system or by using the details listed under “Contact us” below.

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We will confirm that we have received your request by acknowledging as soon as possible. We will then aim to let you know in writing within 10 business days whether we corrected your CDR data, or, if we found it to be correct, complete and current, we will let you know and explain why, and provide options available to you to escalate the matter if you are not satisfied with our response.

If we have shared your CDR data with an accredited data recipient with your authorisation, and later discovered that the CDR data we shared was not correct, we will notify you of this in writing within 5 business days. The corrected CDR data will be shared the next time it is requested. If you would like to receive your corrected CDR data, you can ask the accredited data recipient to request it again in the manner described above.

If you would like us to update your personal information which is governed by our Privacy Policy (at <https://www.beyondbank.com.au/privacy.html>), you can contact our Privacy Officer whose details can be found in the Privacy Policy.

### **De-identification of CDR data**

You can request that your CDR data be de-identified at any time by contacting us using the details listed under “Contact us” below. We de-identify data by removing information that allows the data to be linked to you (eg. your name, date of birth, address, account numbers, etc.) or combined with other datasets to be linked to you. We do not share your de-identified data.

### **Withdrawing consent**

You can withdraw your consent to collection, use or disclosure of your CDR data at any time by contacting us using the details listed under “Contact us” below. We will confirm your request to withdraw authorisation as soon as practicable upon receipt of such a request. However, without your consent, we may not be able to offer or provide certain products, services or features to you that require access to your CDR data.

### **Deletion of data**

You can ask us to delete your CDR data at any time by contacting us using the details listed under “Contact us” below.

We will delete redundant CDR data (including data derived by our outsourced service providers) if you have asked us to, if you have withdrawn your consent to collection and use of your CDR data, if your consent has expired, or if it is not possible to de-identify the data to the extent required. In some circumstances, we may not be permitted to delete CDR data, e.g. if we are legally required to keep it.

Deletion of data generally takes place within 24 hours. We ensure data is deleted using best industry practices and with all expected security controls applied.



## Questions and complaints

If you have any questions, concerns or complaints about this CDR Policy, or our handling of your CDR data, please contact us by using the details listed under “Contact us” below. Our Customer Complaints Policy (at <https://www.beyondbank.com.au/contact-us/customer-complaints.html>) outlines our commitment to resolving complaints in a fair, timely and consistent manner.

You can make a complaint over the phone, in writing or in person, by using the details listed under “Contact us” below. Once a complaint has been lodged, we will respond to you within one business day. We will aim to deal with your complaint at the source of your complaint.

We will use our best endeavours to resolve your complaint in a fair and timely manner. The person who receives your complaint will maintain ownership of it unless you request otherwise, or the circumstances of your complaint warrant an alternative person handling it. From time to time, or at your request, we may escalate your complaint to our leadership team for the purpose of ensuring a satisfactory resolution.

In most cases we will provide a resolution on the spot or within a few business days. We will contact you to obtain further information if required to assess your complaint and may undertake an investigation. We will assess all complaints in an equitable and unbiased manner through our complaint-handling process, appropriately addressing the issues raised in your complaint with the objective of resolving it in a timely manner. If we can't resolve your complaint within 30 days, we will let you know why and how long we think it will take. We will also ask for an extension of time to resolve the matter. We will be transparent with you throughout the process and provide regular updates.

The remedy for a complaint will depend entirely on the nature of the complaint and will be provided to best address the particulars of the situation. Remedies could include an apology, correction or deletion of data, an explanation of the circumstances giving rise to the complaint, provision of assistance or support or an undertaking to set in place improvements to systems, procedures or products.

### **We will provide a written response to your complaint when:**

- Our investigation cannot be completed within 5 days.
- Your complaint has not been resolved within 30 days – we will advise you of your right to escalate your complaint to the OAIC or AFCA.
- You have requested a response in writing.

Should you not be happy with the outcome of your complaint in the first instance, you can request a review by a senior leader at Beyond Bank. This will not extend our maximum timeframe for responding to your complaint. Alternatively, you can engage AFCA for additional assistance.

If an issue has not been resolved to your satisfaction, you can contact the Office of the Australian Information Commissioner (OAIC), being the primary complaints handler for the CDR system. You can also contact our external dispute resolution scheme, the Australian

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Financial Complaints Authority (AFCA). OAIC's and AFCA's services are free to access, and their contact details are:

## **OAIC**

Post: GPO Box 5218 Sydney NSW 2001  
Telephone: 1300 363 992  
Website: [www.oaic.gov.au](http://www.oaic.gov.au)  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

## **AFCA**

Post: GPO Box 3, Melbourne VIC 3001  
Telephone: 1800 931 678 (free call)  
Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)

## **What to include in your complaint**

When making your complaint to us, please:

- identify yourself
- include your contact details (address, email, phone number)
- the date (if you are lodging a complaint in writing)
- give any identification or reference number(s), such as your member number
- give a brief description of the matter and why you think we have mishandled your CDR data (what happened, when it happened and any consequences)
- let us know what you would like us to do to resolve the matter.

Please provide as much information as possible to help us manage your complaint.

## **Contact us**

Beyond Bank Australia  
Monday to Friday: 8am - 8pm (ACST)  
Saturday: 9am - 3pm (ACST)

Telephone: 13 25 85

International callers: +61 8 7201 2400

Online: <https://www.beyondbank.com.au/contact-us/online-enquiry.html>

Email: [contactus@beyondbank.com.au](mailto:contactus@beyondbank.com.au)

Postal address: GPO Box 1430 Adelaide SA 5001

You can also visit any of our branches (see "Locate us" at <https://www.beyondbank.com.au/locate-us.html>).