

# CONSUMER DATA RIGHT POLICY.



### **Accessibility support.**

At any time, you can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS, you can register by scanning the QR Code or visiting [infrastructure.gov.au/national-relay-service](https://infrastructure.gov.au/national-relay-service)



Visit [westpac.com.au/web-accessibility](https://westpac.com.au/web-accessibility) for further information on our accessible products and services for people with disability.

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# CONTENTS.

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<b>What is the Consumer Data Right?</b> .....	<b>4</b>
<b>About this Policy</b> .....	<b>4</b>
<b>Application of this Policy</b> .....	<b>5</b>
<b>Accessing Product Data</b> .....	<b>5</b>
What is Product Data?.....	5
How do I access Westpac Product Data? .....	5
<b>Sharing Westpac CDR Data</b> .....	<b>6</b>
What is Westpac CDR Data? .....	6
What types of Westpac CDR Data do we hold?.....	6
How do I access my Westpac CDR Data?.....	6
Will my Westpac CDR Data only be shared with my consent? .....	6
What happens if I change my mind later regarding sharing my Westpac CDR Data?.....	6
<b>Sharing Third-Party CDR Data</b> .....	<b>7</b>
What is Third-Party CDR Data? .....	7
What types of Third-Party CDR Data may we collect, hold, use or disclose?.....	7
How do I access my Third-Party CDR Data consents?.....	7
How do we manage your Third-Party CDR Data? .....	7
Use of outsourced service providers .....	7
What happens if I change my mind later regarding the collection and use of my Third-Party CDR Data?.....	8
What happens when we no longer need your Third-Party CDR Data? .....	8
Keeping you informed .....	8
<b>Data Correction Requests</b> .....	<b>9</b>
How do I ask for my Westpac CDR Data or Third-Party CDR Data to be corrected? .....	9
<b>More Information</b> .....	<b>10</b>
How do I make a complaint?.....	10
What information am I required to provide in relation to a complaint? .....	10
How will Westpac Group deal with my complaint? .....	10
Contact us.....	11

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# WHAT IS THE CONSUMER DATA RIGHT?

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The Consumer Data Right ('**CDR**') is known as 'Open Banking' in the financial services sector. It was introduced by the Federal Government to provide consumers with rights that are intended to give them greater control over how their data is used. Under the CDR regime, consumers may:

- Request access to specified data relating to banking products ('**Product Data**'); and
- Allow specified data relating to eligible consumers ('**Consumer Data**') which is held by organisations ('**Data Holders**') to be shared with trusted third parties ('**Accredited Data Recipients**').

Westpac Banking Corporation is both a Data Holder and an Accredited Data Recipient under the CDR regime. We accept requests for access to Product Data and Consumer Data that is mandated by law. We do not accept requests for access to 'voluntary' Product and Consumer Data which we are not required to provide by law.

## ABOUT THIS POLICY

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This policy provides information about how Westpac Banking Corporation manages CDR data as both a Data Holder and as an Accredited Data Recipient, including how you can access and correct your data, and how to make a complaint.

Westpac Banking Corporation offers products under the Westpac, St.George, BankSA, Bank of Melbourne, RAMS, Asgard and BT brands. In this policy, these brands are referred to as the '**Westpac Group**'. Westpac Group products may also be offered by third parties under 'white-label' arrangements.

In this policy, Consumer Data that is held by Westpac Group which you may choose to share with an accredited third party is referred to as '**Westpac CDR Data**'. Consumer Data held by a third-party Data Holder or another accredited third party, which you may choose to share with Westpac Group is referred to as '**Third-Party CDR Data**'.

For more information about how we manage CDR data and the data which is currently available for sharing, please visit the website of the Westpac Group brand or white label provider you are interested in and search for 'Open Banking'. An electronic or hard copy of this Policy is available on request.

## APPLICATION OF THIS POLICY

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References in this policy to Product Data and Consumer Data (including accessing, sharing and correcting this data) apply specifically to your rights under the CDR regime.

Please refer to the privacy policy of the Westpac Group brand you are interested in for information on how we collect, use, hold and disclose your personal information, as well as ensure the quality, integrity and security of your personal information under applicable privacy laws more generally.

Please also refer to the privacy policy of the Westpac Group brand you are interested in for information on how you can request access to the personal information we hold about you or ask for corrections to be made to your personal information under the Australian Privacy Principles.

## ACCESSING PRODUCT DATA

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### **What is Product Data?**

Product Data is information about the banking products and services that we offer. This information is generic in nature and does not relate or apply to any identifiable individual or business.

Product Data generally includes information about the pricing, eligibility criteria, fees, terms and conditions, availability and performance of our Westpac Group products or service offerings.

### **How do I access Westpac Product Data?**

Any member of the public, or organisation can make a request to access Westpac Group Product Data. You do not have to be a customer of Westpac Group to make the request. Requests to access Westpac Group Product Data can be made using a Product Data request service, which is accessible through the websites of each Westpac Group brand or in some cases, from a white label provider that is also a Data Holder. Product Data is disclosed to the person who made the request in machine-readable form.

# SHARING WESTPAC CDR DATA

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## What is Westpac CDR Data?

Westpac CDR Data is information that we hold about banking products and services that relate to you, as an individual or business. This includes information about you as a user of a product, information about your use of the product, and information about the products you hold. It also includes any data that is wholly or partly derived from these categories of information.

## What types of Westpac CDR Data do we hold?

The types of Westpac CDR Data that we hold include:

- customer information such as your name, and contact details;
- account details such as your account number, account name, balances, and fees and charges;
- transaction information including dates, description and the amount debited or credited; and
- product specific data identifying or describing the characteristics of a product.

## How do I access my Westpac CDR Data?

You can access your Westpac CDR Data by authorising us to share it with Accredited Data Recipients who have been accredited under the CDR regime to receive consumer data. We can only share your Westpac CDR 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 transaction account as part of their assessment, you can give us permission to share your Westpac CDR Data relating to that transaction account with them if they are accredited to receive data under the CDR.

If you authorise us to share your Westpac CDR Data as described above, it will be disclosed, in machine-readable form, to the Accredited Data Recipient through a specialised service that we provide (**'Accredited Person Request Service'**).

## Will my Westpac CDR Data only be shared with my consent?

Under the CDR, we will only share your Westpac CDR Data with another organisation if you give us permission to do so, unless required by law.

You can use your Westpac Group online banking service or white label provider application to track all the permissions you have given to us to share your data (**'Data Sharing Dashboard'**). We will always notify you via the Data Sharing Dashboard as soon as practicable after sharing your data.

## What happens if I change my mind later regarding sharing my Westpac CDR Data?

You may withdraw your permission for us to share your Westpac CDR Data at any time by using your Data Sharing Dashboard through your online banking service or white label provider application. We will notify you through the Data Sharing Dashboard, as soon as practicable upon receipt of such a request.

# SHARING THIRD-PARTY CDR DATA

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## What is Third-Party CDR Data?

Third-Party CDR Data is information that is held by third-party Data Holders outside Westpac Group, about products and services that relate to you. You can provide us with consent to collect Third-Party CDR Data from a Data Holder on your behalf, so that we can use it to provide you with a specified good or service.

## What types of Third-Party CDR Data may we collect, hold, use or disclose?

Depending on the goods or services we may offer as an Accredited Data Recipient, the types of Third-Party CDR Data that we may collect, hold, use or disclose includes:

- customer information such as your name, and contact details;
- account details such as your account number, account name and balances;
- transaction information including dates, description and the amount debited or credited; and
- product specific data identifying or describing the characteristics of a product.

We will only collect, hold, use and disclose Third-Party CDR Data that is required to provide you with a specific good or service.

Third-Party CDR Data that we collect will be encrypted and stored securely in an electronic format in Australia.

## How do I access my Third-Party CDR Data consents?

You may use the online service that we provide to grant a consent to us collecting and using Third-Party CDR Data to provide you with a specific good or service. For further information about the goods and services that we offer that require our collection and use of Third-Party CDR Data, please visit the website of the relevant Westpac Group brand you are interested in and search for 'Open Banking'. You can view or manage any consents you have granted to us using the dashboard we provide ('**Consent Dashboard**'). The Consent Dashboard provides, amongst other things, an overview of the purposes for which we may collect, hold and use your Third-Party CDR Data. Depending on the specified good or service we have offered to you, you may amend your consent.

## How do we manage your Third-Party CDR Data?

When we collect your Third-Party CDR Data we will encrypt and store it securely and will only use and disclose it in accordance with the consent you have provided us, or as required by law. Westpac Group will not disclose Third-Party CDR Data to accredited third parties who are located overseas or to a third party that is not accredited, other than our outsourced service provider. See section below on 'Use of Outsourced Service Providers' for further information.

## Use of outsourced service providers

We have engaged an outsourced service provider, MOGO Holdings Pty Ltd ('**MOGO**') (an Australian-based non-accredited entity) to provide us with services that categorise your income transactions, through a Categorisation as a Service (CaaS) solution.

To enable MOGO to provide us with services that categorise your income transactions, we may disclose to MOGO your Third-Party CDR Data that is transaction information, including dates of transactions, transaction descriptions and the amount credited.



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## **What happens if I change my mind later regarding the collection and use of my Third-Party CDR Data?**

You can withdraw your consent for us to collect and use your Third-Party CDR Data at any time. If you do this, we will stop collecting this data and delete it (see 'What Happens When We No Longer Need Your Third-Party CDR Data' below). When you withdraw your consent for us to collect and use your Third-Party CDR Data, we may no longer be able to provide you with the specific good or service or with all features or functionality of the specific good or service related to that consent, where the provision of the specific good or service is dependent on our collection and use of your Third-Party CDR Data, as we will no longer have access to your Third-Party CDR Data.

## **What happens when we no longer need your Third-Party CDR Data?**

If we no longer need your Third-Party CDR Data for a purpose permitted by law (including to provide you with the goods or services you have consented to receive), our general policy is to delete this data. This will occur automatically if you withdraw your consent, or the consent expires, which means that you do not need to elect for us to delete your Third-Party CDR Data. Your data will be deleted from our systems within 24 hours of your withdrawal of consent or expiration of your consent, unless we're legally required to keep it. A back-up of our database which contains your data will be retained for a maximum of 12 months, at which point it will be permanently deleted.

## **Keeping you informed**

As an Accredited Data Recipient, we are required to keep you informed when certain events occur related to consents you have granted us. We will notify you if:

- you give, amend or withdraw your consent for us to collect, use and/or disclose your Third-Party CDR Data;
- we collect your Third-Party CDR Data;
- we disclose your Third-Party CDR Data to an accredited third party;
- you have a current consent, but 90 days have passed since the latest of the following:
  - you gave the consent;
  - you last amended your consent;
  - you last used your Consent Dashboard; and
  - we last sent you a notification that the consent is still current;
- your consent expires or is amended;
- you make a data correction request; and
- you are affected by any eligible data breaches under the Notifiable Data Breach Scheme involving personal information that we hold.



# DATA CORRECTION REQUESTS

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## **How do I ask for my Westpac CDR Data or Third-Party CDR Data to be corrected?**

You may request a correction of Consumer Data that we hold. To request a correction, please either contact us by phone or visit us in-person (if applicable). Details for how to contact us by phone and how to locate your nearest branch or Home Loan Centre (if applicable) are listed under the heading 'Contact us' below.

Once you make that request, we will confirm that we have received your request by acknowledging it verbally or in writing as soon as practicable. We will then deal with your request within 10 business days of receiving your request by either correcting the data or including a statement with the data to ensure it is correct, 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.

If we share Consumer Data that relates to you with an Accredited Data Recipient with your permission, 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 with the Accredited Data Recipient 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 again.

## MORE INFORMATION

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### **How do I make a complaint?**

We're constantly striving to provide the best possible service, and we'll do our best to resolve any concern you have efficiently and fairly. If you have any concerns about how we comply with the CDR law and wish to make a complaint you can do so over the phone, in writing or in person (where applicable), by using the details listed under the heading 'Contact us' on the next page (subject to our operating hours if over the phone or in person).

### **What information am I required to provide in relation to a complaint?**

When you make a complaint to us, you will need to let us know your customer details (such as your name and Customer ID), contact details, information relating to your complaint and the desired outcome of your complaint.

### **How will Westpac Group deal with my complaint?**

Our aim is to acknowledge and resolve your complaint within 5 business days, and where possible we will resolve your complaint on the spot. If we need additional time to get back to you, we will let you know. Should we be unable to resolve your concern at your first point of contact, we will then refer the complaint to our dedicated Customer Solutions teams.





Our Customer Managers are here to find a solution for you and will ensure that you're regularly updated about the progress we are making to resolve your complaint. The possible resolutions available to you will depend on the nature of your complaint (for example, correcting any incorrect information held).

If you are not satisfied with our response, or how we have handled your complaint, you can contact:

- the Westpac Group Customer Advocate (Customer Advocate);
- the Office of the Australian Information Commissioner (the Commissioner); or
- the Australian Financial Complaints Authority (AFCA). AFCA provides a free and independent service to resolve complaints by consumers and small businesses about financial firms (e.g., banks), where that complaint falls within AFCA's terms of reference. Time limits apply to complain to AFCA. Please refer to AFCA's website for details.

For more information about how we deal with complaints, please visit the website of the Westpac Group brand or white label provider you are interested in and search 'Feedback and Complaints'.

## Contact us.

				
<b>Westpac</b>	Please call us from anywhere in Australia on 132 032. If you are overseas, please call +61 2 9155 7700.	Westpac Customer Solutions, Reply Paid 5265, Sydney NSW 2001	If you prefer to tell us in person, go to our website to locate your nearest branch.	Email us at <a href="mailto:westpaccustomersolutions@westpac.com.au">westpaccustomersolutions@westpac.com.au</a>
<b>St.George</b>	Please call us from anywhere in Australia on 13 33 30. If you are overseas, please call +61 2 9155 7800.	St.George Customer Solutions, Reply Paid 5265, Sydney NSW 2001		Using the secure feedback form at <a href="https://eforms.stgeorge.com.au/olfmu/eforms/ConsumerFeedback/#/welcome">eforms.stgeorge.com.au/olfmu/eforms/ConsumerFeedback/#/welcome</a>
<b>Bank of Melbourne</b>	Please call us from anywhere in Australia on 13 22 66. If you are overseas, please call +61 3 8536 7870.	Bank of Melbourne Customer Solutions, Level 5, 150 Collins Street, Melbourne VIC 3000		Using the secure feedback form at <a href="https://eforms.bankofmelbourne.com.au/olfmu/eforms/ConsumerFeedback/#/welcome">eforms.bankofmelbourne.com.au/olfmu/eforms/ConsumerFeedback/#/welcome</a>
<b>BankSA</b>	Please call us from anywhere in Australia on 13 13 76. If you are overseas, please call +61 2 9155 7850.	BankSA Customer Solutions, Reply Paid 399, Adelaide SA 5001		Using the secure feedback form at <a href="https://eforms.banksa.com.au/olfmu/eforms/ConsumerFeedback/#/welcome">eforms.banksa.com.au/olfmu/eforms/ConsumerFeedback/#/welcome</a>
<b>RAMS</b>	Please call us from anywhere in Australia on 13 72 67. If you are overseas, please call +61 2 9647 6967.	RAMS Financial Group Pty Ltd, Locked Bag 5001, Concord West NSW 2138	If you prefer to tell us in person, go to our website to locate your nearest Home Loan Centre	Using the secure feedback form at <a href="https://rams.com.au/contact-us-feedback-and-complaints/">rams.com.au/contact-us-feedback-and-complaints/</a>
<b>BT</b>	Please call us from anywhere in Australia on 132 135. If you are overseas, please call +61 2 9155 4070.	BT Financial Group, GPO Box 2675, Sydney NSW 2001		Using the secure feedback form at <a href="https://secure.bt.com.au/contact-us/contact-form.asp">secure.bt.com.au/contact-us/contact-form.asp</a>
<b>Asgard</b>	Please call us from anywhere in Australia on 1800 998 185.	PO Box 7490, Cloisters Square, Perth WA 6850		Using the secure feedback form at <a href="https://secure.bt.com.au/contact-us/contact-asgard.asp">secure.bt.com.au/contact-us/contact-asgard.asp</a>

For further information on how to contact us, go to the website of the Westpac Group brand or white label provider you are interested in and search 'Feedback and Complaints'.

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**The Commissioner can be contacted at:**

**Office of the Australian Information Commissioner**

Online: [www.oaic.gov.au](http://www.oaic.gov.au)

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Phone: 1300 363 992

Post: GPO Box 5218, Sydney NSW 2001

**AFCA can be contacted at:**

**Australian Financial Complaints Authority**

Online: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

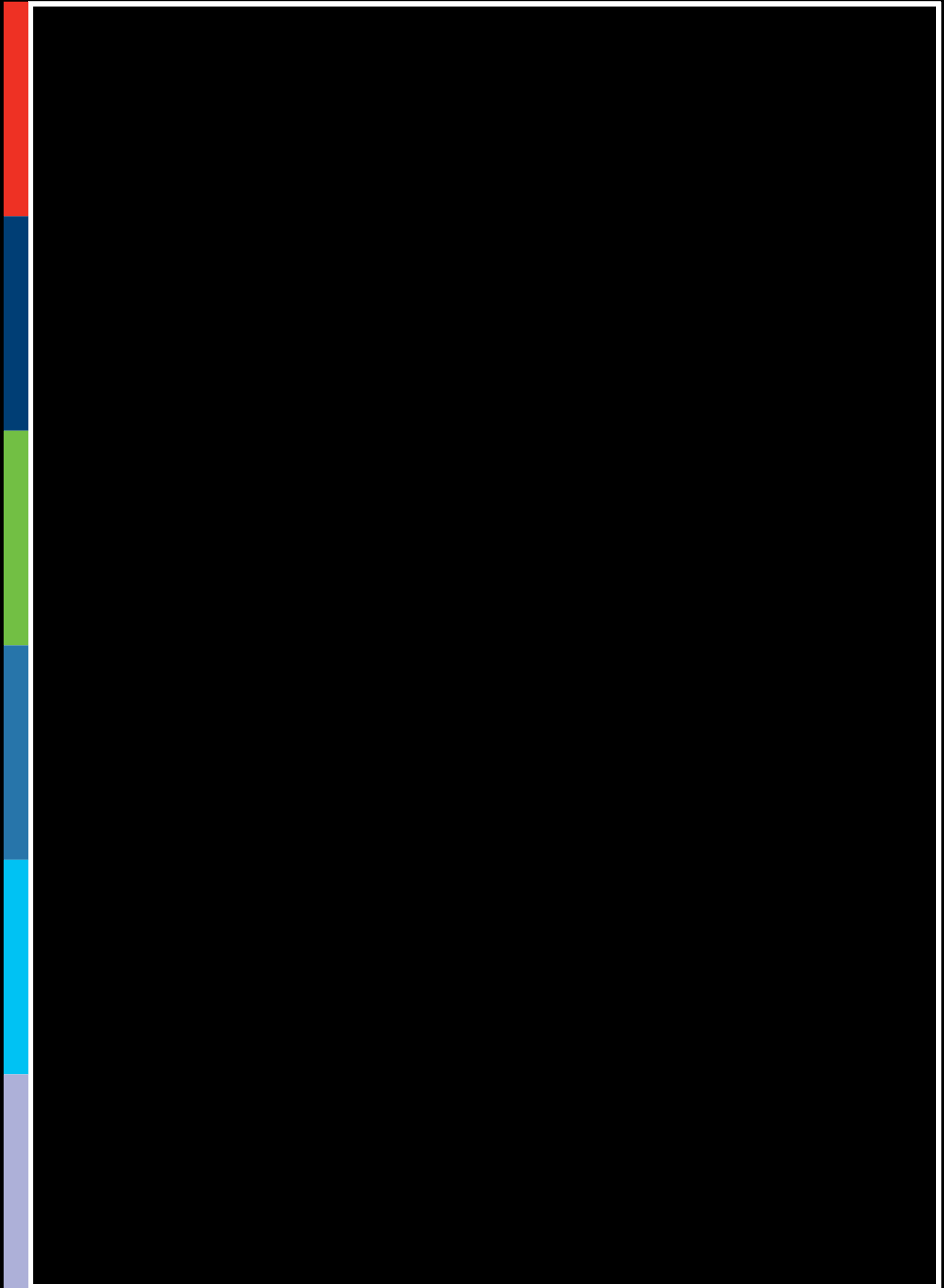
Post: GPO Box 3, Melbourne VIC 3001

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Westpac acknowledges the traditional owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respect to Australia's First Peoples, and to their Elders, past and present.

