



**1300 655 116**  
[mycu.com.au](http://mycu.com.au)

#### **Registered Office**

Homebush  
Units 9 & 10, Homebush Business Village  
11-21 Underwood Road  
Homebush NSW 2140

#### **Service Centres**

Chatswood  
Shop 1/445 Victoria Avenue  
Chatswood NSW 2067  
Hours: M-F 9am - 5pm

Parramatta  
Level 3, Westfield Shopping Centre  
159 - 175 Church Street  
Parramatta NSW 2150  
Hours: M-F 9am - 5pm

Griffith  
268 Banna Avenue  
Griffith NSW 2680  
Hours: M-F 9am - 5pm

Hamilton  
Newcastle Mutual Banking Centre  
28 Donald Street (Cnr Beaumont Street)  
Hamilton NSW 2303  
Hours: M-F 9am - 5pm

# Privacy Notice

Effective 1 November 2017

#### **Contact Us**

##### **Privacy Officer**

Our Privacy Officer's contact details are:

MYCU Privacy Officer  
Locked Bag 7003  
Concord West NSW 2138  
1300 655 116  
[info@mycu.com.au](mailto:info@mycu.com.au)



## What information can be used and disclosed?

The Privacy Act allows My Credit Union Limited ('we', 'us', 'our') ACN 087 650 584 to use and disclose personal information we collect about you for the primary purpose for which it was collected and for related secondary purposes that you would reasonably expect.

In connection with providing credit to you, personal information may include credit information, such as:

- details to identify you and verify your identity, such as your name, sex, date of birth, current and 2 previous addresses, your current and last known employer, and your driver's licence number
- the fact that you have applied for credit and the amount or that we are a current credit provider to you, or that you have agreed to be a guarantor
- advice that payments previously notified as unpaid are no longer overdue
- information about your current or terminated consumer credit accounts and your repayment history
- payments overdue for at least 60 days and for which collection action has started
- in specified circumstances, that in our opinion you have committed a serious credit infringement
- the fact that credit provided to you by us has been paid or otherwise discharged, and
- other information about credit standing, worthiness, history or capacity that we can disclose under the Privacy Act, including a credit report.

## When and why do we collect information?

Before, during or after the provision of our products and services to you, we may collect your personal information for the purposes of providing products and services to you and managing our business. When providing credit to you, this may include assessing your application for consumer or commercial credit or to be a guarantor, assessing your credit worthiness, managing your loan or the arrangements under which your loan is funded or collecting overdue payments.

Some laws require us to obtain personal information about you before we provide you with particular products or services or process particular transactions in which you are involved eg. laws relating to anti-money laundering and counter-terrorism financing, consumer credit, taxation and real property transactions.

If you do not provide us with the personal information we request, we may not be able to consider your application for credit or provide other products and services.

## Who can give or collect information?

For the purpose of providing products and services to you and managing our business, we may give your personal information to:

- external service providers to us, such as organisations which we use to verify your identity, payment systems operators, mailing houses and research consultants
- insurers and re-insurers, where insurance is provided in connection with our services to you
- debt collecting agencies, if you have not repaid a loan as required
- our professional advisors, such as accountants, solicitors, auditors, and property valuers
- state or territory authorities that give assistance to facilitate the provision of home loans to individuals
- your representative, for example, solicitor, mortgage broker, financial advisor or attorney, as authorised by you, or
- government and regulatory authorities, if required or authorised by law.

In addition, in connection with providing credit to you, we and the Credit Providers mentioned below may:

- obtain a commercial and consumer credit report containing information about you from a credit reporting body
- obtain personal information about you from your employer and any referees that you may provide
- exchange credit information about you with each other, and
- exchange credit information about you with any credit reporting body and any other provider of credit to you named in your credit application or a credit report from a credit reporting body.

Credit providers can mean:

- us
- our related companies
- any introducer, dealer or broker referred to in a loan application
- any agent or contractor of ours assisting in processing a loan application, and
- other entities that may be involved in a securitisation arrangement which we use to fund your loan, including without limitation Allianz; Equifax; Illion (formerly Dun & Bradstreet); Genworth; QBE; Zurich; and any other loan originator.

## Disclosure to overseas recipients

We may disclose your personal information to overseas recipients. The countries in which such recipients are likely to be located include the United States of America. However, if we do disclose information to overseas recipients, we will do so on the basis that the information will be used only for the purposes set out in this notice.

## Important information about credit reporting bodies

If you apply for any kind of credit with us, we may disclose information about you to a credit reporting body. That includes disclosing that you are in default under a credit agreement or have committed a serious credit infringement, if that is the case. (Specifically, we may disclose information to or collect information from Equifax, whose privacy policy and contact details are at [www.equifax.com.au](http://www.equifax.com.au); and Illion, whose privacy policy and contact details are at [www.illion.com.au](http://www.illion.com.au)).

Credit reporting bodies collect credit information about individuals which they provide as credit reports to credit providers and others in the credit industry to assist them in managing credit risk, collecting debts and other activities. You can also ask a credit reporting body not to use or disclose your personal information for a period if you believe on reasonable grounds that you have been or are likely to be a victim of fraud, including identity fraud.

## Disclosure to insurers and guarantors Lenders' mortgage and trade insurers

In connection with providing credit to you, a lenders' mortgage insurer or a registered trade insurer may obtain credit information about you from a Credit Provider or from a credit reporting body to assess whether to provide lenders' mortgage insurance to us in relation to an application for consumer credit, or whether to provide trade insurance to us in relation to an application for commercial credit.

## Guarantors

In connection with providing credit to you, the Credit Providers may give a guarantor, or a person who is considering becoming a guarantor, credit information about you for the purpose of enabling the guarantor to decide whether to act as guarantor or to keep the guarantor informed about the guarantee.

## Personal information about third parties

You represent that, if at any time you supply us with personal information about another person (for example a referee), you are authorised to do so; and you agree to inform that person about who we are, how to contact us, and how to obtain our Privacy Policy, and that we will use and disclose their personal information for the purposes set out in this Notice and that they can gain access to that information by contacting us.

## Security, privacy policy, and marketing preferences

### Security

We take all reasonable steps to ensure that all your personal information held by us (on our website or otherwise), is protected from misuse, interference and loss, and from unauthorised access, disclosure or modification.

### Privacy Policy

Our Privacy Policy at [www.mycu.com.au](http://www.mycu.com.au) provides additional information about how we handle your personal information. It explains how you can ask for access to personal information we hold about you and seek correction of that information. It also explains how you can complain about a breach of the Privacy Act or the Privacy (Credit Reporting) Code, and how we will deal with your complaint. We will give you a copy of our Privacy Policy on request.

### Marketing preferences

The Credit Providers may use, and share with each other, information about you to inform you about products and services (unless you ask us not to). The Credit Providers may do so even if you are on the Do Not Call Register.