

Combined Banking & Lending Privacy Notification

Outline

This Privacy Notification sets out:

- why we collect and use your information
- how we collect and use your information
- what happens if you do not wish to provide us with information
- whether we provide your information to other entities
- the availability of our Privacy Policy
- when we can disclose certain information to a credit reporting body
- how a credit reporting body may use your information
- whether we disclose your information overseas and if so, where
- how you can contact us.

Collection & use of your information

We collect and use your information to:

- provide you with membership benefits, financial services and products or information about those benefits, services and products
- provide you with information about financial services and products from 3rd parties we have arrangements with
- conduct market and demographic research in relation to the products and services you and other members acquire from us
- establish your eligibility for a loan
- establish your capacity to repay a loan.

The law also requires us to collect and hold your information:

- for our register of members under the Corporations Act
- to verify your identity under the AML/CTF Act
- to assess your capacity to pay a loan under the National Consumer Credit Protection Act.

How we collect your information

We will collect information about you and your financial position from you directly.

When you apply for a loan, we will collect information about your credit history from a credit reporting body.

How you can access your information

You can request access to your information at any time.

What if you do not wish to provide us with information?

If you do not give us the information we require, we may not be able to admit you to membership or provide you with the financial service or product you have applied for.

Providing your information to credit reporting bodies

The credit reporting body we disclose information to is Equifax Pty Ltd.

If you do not make your repayments when they fall due or commit a serious credit infringement, we may disclose this to Equifax Pty Ltd. Any information we provide to Equifax will be included in reports provided to credit providers to help them to assess your creditworthiness.

You can ask Equifax not to use your information for pre-screening of direct marketing by a credit provider. You can also ask them not to use or disclose your information if you reasonably believe that you have been or are likely to be a victim of fraud.

Equifax's policy on the management of information is available at www.mycreditfile.com.au. You can contact Equifax by:

Phone – 13 8332

Post – Equifax Pty Ltd, PO Box 964, North Sydney, NSW 2059

Website: www.equifax.com.

Providing your information to other entities

We disclose your information to other entities. We can disclose your information to:

- entities that verify identity
- providers of payment and card services, when you make a transaction using a payment service or a card
- 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
- affiliated product and service suppliers to provide information to you about their services and products
- credit reporting bodies and other financial institutions that have previously lent to you
- persons you use as referees
- 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
- our auditors.

We may disclose your personal information to a lenders mortgage insurer – *Genworth Pty Ltd* - if we decide to insure the loan. We have attached the mortgage insurer's Privacy Notification to the end of our Privacy Notification.

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

Our Privacy Policy

Our Privacy Policy is available at www.wcu.com.au. The Policy contains information about:

- how you can access your information
- how you can seek correction of your information
- how you make a complaint and how we will deal with it
- in what overseas countries we are likely to disclose your information
- how we manage your credit-related personal information.

Disclosure to overseas recipients

We do not currently disclose your information to overseas recipients.

Contact Us

Phone: 1300 724433
Fax: 07 4660 5051
Website: www.wcu.com.au
Email: enquiries@warwickcu.com.au

Privacy policy

Genworth Financial Mortgage Insurance Pty Ltd (ABN 60 106 974 305), trading as Genworth, recognises that your personal information is very important to you and we take our obligations to manage and protect your personal information seriously.

We are bound by, and will abide by, the Australian Privacy Principles in the Privacy Act 1988 (Cth) ("Privacy Act").

"Personal information" means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not.

For information about how we manage and protect your credit-related information please see our Credit Reporting Policy at <http://www.genworth.com.au/credit-reporting-policy>.

What personal information do we collect and hold?

As a company offering lenders' mortgage insurance products and services we collect and hold a range of personal information from and about people. This includes a broad range of information about loan applicants and proposed third party security providers, our clients, introducers and originators, borrowers in respect of whose loans we have insured, and other persons. This information can also include such things as loan application information, contact details, identification information, financial information and supporting documentation (including credit history and employment details), transaction history information, banking details, personal references and matters relating to insurance transactions. In order to satisfy our legal obligations we may need to retain that information even after a transaction has come to an end (subject to our obligations under the Australian Privacy Principles).

How do we collect and hold personal information?

We usually collect personal information from a third party such as a credit provider, bank, building society, credit union (together "mortgage lenders") as well as mortgage brokers and originators. These mortgage lenders (not the borrowers) are the insured party for all insurance policies issued by Genworth. If it is possible and reasonably practical to do so, we collect personal information directly from the person concerned. We will also collect personal information after a claim has been paid to the insured mortgage lender to assess a borrower's financial position, when a person deals with us in person or over the telephone, sends us a letter, e-mail or fax, or gives or sends us a completed form. We may also collect personal information directly from the person via the Internet.

We hold your personal information electronically in various systems such as our underwriting information database, claims database, share drives, emails, portals and document management storage repositories and/or in hard copy.

Why do we collect, hold, use and disclose personal information?

We collect, hold, use and disclose this information for various purposes including:

- To undertake and complete insurance transactions we have with mortgage lenders, and other parties with whom we do business;
- Risk analysis and underwriting;
- Management of claims;
- Technical accounting and auditing;
- Risk management;
- Scoring and portfolio analysis;
- Managing debt recovery, enforcement and infringement activities;
- Complaints management; and
- Legal, regulatory and compliance purposes.

We also maintain contact information regarding our business partners to enable us to contact them and to provide them with information regarding our products and services.