

# Suncorp Credit Reporting Policy



This Suncorp Credit Reporting Policy is effective from 01 November 2018

This Suncorp Credit Reporting Policy sets out how your credit information and credit eligibility information (“credit related information”) is managed by Suncorp-Metway Limited ABN 66 010 831 722, Suncorp Metway Advances Corporation Pty Ltd ABN 89 100 845 127 and SME Management Pty Limited ABN 21 084 490 166 (collectively “Suncorp”, “us” or “we”).

The Suncorp Credit Reporting Policy applies in addition to the Suncorp Group Privacy Policy. We recommend you read the Suncorp Credit Reporting Policy in conjunction with the Suncorp Group Privacy Policy. A copy of the Suncorp Group Privacy Policy can be obtained by phoning 13 11 55, asking at any store or visiting [www.suncorp.com.au/privacy](http://www.suncorp.com.au/privacy)

The Suncorp Credit Reporting Policy applies to current and former credit customers of Suncorp, as well as other relevant individuals we deal with in connection with credit Suncorp provide (such as guarantors and directors).

## The kinds of credit related information Suncorp collects and holds and how Suncorp collects and hold that information

Suncorp collects and holds various kinds of credit related information which may include:

- identification information about you including your current and prior names and addresses, any known

alias you may have, your date of birth, your current or last known employer and your driver’s licence number;

- details of consumer credit or commercial credit (including the name of each relevant credit provider) that you have applied for, the type and amount of that credit and the fact that a credit provider, mortgage insurer or trade insurer has sought information about you from a credit reporting body in relation to an application;
- consumer credit liability information, being details of consumer credit that you have or had including the credit provider, the type of consumer credit, the day on which it was entered into, terms or conditions that relate to the repayment of the amount of consumer credit, the maximum amount of credit available and the day on which the consumer credit is terminated or otherwise ceases;
- repayment history information (Suncorp-Metway Limited only), which includes whether in relation to your consumer credit facilities you have made payments when due and, if not, when overdue payments have been made;
- default information, which includes details of payments (over \$150) more than 60 days overdue in relation to consumer credit which you, as borrower or guarantor, have failed to make;
- payment information, which includes details of the date on which you have paid overdue amounts that were previously recorded as default information with a credit reporting body;

- whether in our or another credit provider’s opinion you have committed a serious credit infringement;
- new arrangement information which includes a statement that the terms or conditions of your consumer credit (in relation to which default information or a serious credit infringement has been disclosed to a credit reporting body) have been varied or that you have been provided with new consumer credit;
- court proceedings information, which includes information about a judgement against you in proceedings that relate to any credit that has been provided to, or applied for, by you;
- personal insolvency information;
- certain publicly available information;
- scores, ratings, summaries, evaluations and other information relating to your credit worthiness which is derived by us or by credit reporting bodies wholly or partly on the basis of the information above;
- certain administrative information relating to credit, such as account and customer numbers.

Credit related information may be collected by Suncorp in a number of ways including:

- by using written forms;
- through contact over the telephone, your mobile or other messaging technology;
- via the internet; and
- in person.

We may collect credit related information:

- directly from you or by persons or organisations acting on your behalf;
- from credit reporting bodies and other credit providers;
- from publicly available sources of information; and
- from information derived by us from your conduct.

Suncorp, or service providers on our behalf, may hold your credit related information in computer systems, electronic form, digital records, telephone recordings and/or in paper files.

Suncorp take reasonable steps, including physical, electronic and procedural safeguards, to protect your credit related information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

## Purposes for which Suncorp may collect, hold, use and disclose your credit related information

Suncorp may collect, hold, use and disclose your credit related information as reasonably necessary for our business purposes and as permitted by law. These purposes include:

- to assess whether to provide you, or an entity associated with you, with credit or to accept you as a guarantor;
- to derive scores, ratings, summaries and evaluations relating to your credit worthiness which are used in Suncorp’s decision-making processes and ongoing reviews;
- to manage credit Suncorp may provide, including to determine whether you are eligible to receive particular offers and invitations, to deal with mortgage insurers and to develop Suncorp’s services and maintain and develop Suncorp’s systems and infrastructure;
- to participate in the credit reporting system and provide information to credit reporting bodies as permitted by Part IIIA of the Privacy Act and the Credit Reporting Code;
- to undertake securitisation activities;
- to assign debts;
- to assist you to avoid defaulting on your consumer credit related obligations;
- to undertake debt recovery and enforcement activities, including in relation to guarantors, and to deal with serious credit infringements;
- to deal with complaints and meet legal and regulatory requirements; and
- to assist other credit providers.

Some credit related information may only be used or disclosed under the Privacy Act for some of these purposes or in some circumstances.

## Accessing your credit eligibility information

You are generally entitled under the Privacy Act to access the credit eligibility information Suncorp hold about you (in a manner you request, if this is reasonable and practicable).

You can make an access request by contacting us:

Phone: 13 11 55

Email: [privacyaccessrequests@suncorp.com.au](mailto:privacyaccessrequests@suncorp.com.au)

Mail: Suncorp Bank GPO Box 1453,  
Brisbane Qld 4001

Internet: [suncorp.com.au/banking](http://suncorp.com.au/banking)

Suncorp will need to validate the identity of anyone making an access request, to ensure that it does not provide your information to anyone who does not have the right to that information.

We will usually provide you with access within 30 days of a request but in some circumstances it may take longer.

Under the Privacy Act we are able to deny access to some or all of your credit eligibility information in specified circumstances. Suncorp will provide reasons (where it is reasonable to do so) for any refusal in writing. If you are not satisfied with our response you may refer the matter to the Australian Financial Complaints Authority (AFCA) (see their contact details below) or make a complaint to the Privacy Commissioner.

There is no charge for making an access request but an administration charge may apply for providing access in accordance with your request.

In order to ensure you have the most up to date information we recommend you also request from credit reporting bodies access to the credit reporting information they hold about you.

## Correction of your credit related information

If you believe that any credit related information held by us about you is inaccurate, out of date, incomplete, irrelevant or misleading you have the right under the Privacy Act to request that we correct that credit related information.

You can make a correction request by contacting us:

Phone: 13 11 55

Email: [privacyaccessrequests@suncorp.com.au](mailto:privacyaccessrequests@suncorp.com.au)

Mail: Suncorp Bank GPO Box 1453,  
Brisbane Qld 4001

Internet: [suncorp.com.au/banking](http://suncorp.com.au/banking)

Suncorp will normally resolve correction requests within 30 days of your making a request.

If we need more time to resolve your request we will notify you as to the delay, the reasons for it and seek your written agreement to a longer period. You may refer the matter to the Australian Financial Complaints Authority (AFCA) if you wish to complain about the delay.

If Suncorp consider it necessary in order to deal with your request, it may consult with a credit reporting body or another credit provider.

If Suncorp make a correction it will give you, any third party it consulted with and, where practicable and required by law, certain other people it provided the pre-correction information to (e.g. credit reporting bodies) a written notice of the correction. The notice to you will contain any information required to be given under the Credit Reporting Code.

If we do not correct the information we will give you a written notice setting out why we have not made the correction. If you are not satisfied with our response you may refer the matter to the Australian Financial Complaints Authority (AFCA) (see their contact details below) or make a complaint to the Privacy Commissioner.

There is no cost involved for you to make a correction request or for the correction of your information.

## Complaints Handling

If you believe that we have not complied with our obligations under Part IIIA of the Privacy Act and the Credit Reporting Code you have a right to complain. Please do not hesitate to let us know if you have a complaint. You must specify the nature of the complaint.

You can lodge a complaint with us:

Phone: 1800 689 762 (Free call)

Email: [customer.relations@suncorp.com.au](mailto:customer.relations@suncorp.com.au)

Mail: Suncorp Bank Customer Relations Office  
4RE058, GPO Box 1453, Brisbane QLD 4001

You will receive an acknowledgment of your complaint within 7 days after we receive it.

We will investigate all complaints and aim to resolve them within 30 days.

If we cannot resolve your complaint within this period we will notify you as to the reasons why, specify a date when we expect a resolution and seek your agreement to extend this 30 day period. You may refer the matter to the Australian Financial Complaints Authority (AFCA) (contact details below) if you wish to complain about the delay.

If we consider it necessary in order to deal with your complaint, we may consult with a credit reporting body or another credit provider. If, while the complaint remains unresolved, we are disclosing information subject to the complaint to a third party, we may advise the third party about the complaint.

We will give you a written notice of our decision. If you are not satisfied with our response you may refer your complaint to AFCA at:

Address: Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

Phone: 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)

You may also complain to the Privacy Commissioner.

Depending on the nature of the complaint, sometimes we will be required to notify a credit reporting body or credit provider of the making of the complaint and our decision.

## Disclosure of credit information to credit reporting bodies

We may disclose your credit information to credit reporting bodies where the Privacy Act permits us to do so.

For example, we may disclose your repayment history information which includes whether you have made payments when due or if you have failed to meet your repayment obligations in relation to consumer credit provided by us, and information on whether in our opinion you have committed a serious credit infringement.

Credit reporting bodies may include credit related information provided by us in reports provided to other credit providers to assist them to assess your credit worthiness.

We may disclose credit information to the following credit reporting bodies. Their current contact details as at the date of publication of this policy are:

Equifax PO Box 964, North Sydney NSW 2059 Ph: 13 83 32 <a href="http://www.equifax.com.au">www.equifax.com.au</a>	illion PO Box 7405 Melbourne VIC 3004 Ph: 13 23 33 <a href="http://www.illion.com.au">www.illion.com.au</a>	Experian PO Box 1969 North Sydney NSW 2060 Ph: 1300 784 134 <a href="http://www.experian.com.au">www.experian.com.au</a>
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The list of credit reporting bodies we usually disclose credit information to or their contact details may change from time to time. To obtain a current list of credit reporting bodies we usually disclose credit information to, including their current contact details, please go to [www.suncorp.com.au/privacy](http://www.suncorp.com.au/privacy) or call 13 11 55 to obtain a hard copy of the list.

You may obtain a copy of each credit reporting body's policy about their management of credit reporting information. To do so, please contact them or visit their website.

## Some of your rights in relation to credit reporting bodies

### Opting out of direct marketing pre-screenings

A credit reporting body may use your credit reporting information to assist a credit provider to market to you by pre-screening you for direct marketing by the credit provider. This process is known as a "pre-screening". If you do not want a credit reporting body to use your information for the purpose of pre-screening, you have the right under the Privacy Act to contact them and request that they, at no cost to you, exclude you.

### If you are a victim of fraud (including identity fraud)

You are entitled under the Privacy Act to request that a credit reporting body not use or disclose credit reporting information they hold about you in circumstances where you reasonably believe that you have been or are likely to be a victim of fraud, including identity fraud. The period while this applies is called a "ban period". The credit reporting body will explain to you in more detail the effect and duration of a ban period when you contact them.

## Disclosure of credit related information to other recipients

We may, as permitted by law, disclose your credit related information to third parties, including:

- other credit providers;
- our related companies;
- organisations that perform credit processing functions, management and debt collection activities on our behalf;
- current or prospective guarantors or security providers in relation to credit we are providing to you;
- mortgage insurers;
- organisations involved in debt assignment or securitisation arrangements.

Some of these third parties may be located outside Australia.

The list of countries Suncorp usually disclose personal information to is in our Suncorp Group Privacy Policy. Please go to [www.suncorp.com.au/privacy](http://www.suncorp.com.au/privacy) to see our Suncorp Group Privacy Policy or call 13 11 55 to obtain a list of countries Suncorp usually disclose personal information to.

If you have any queries regarding the Suncorp Credit Reporting Policy please contact us on:

Phone: 13 11 55

Email: [privacyaccessrequests@suncorp.com.au](mailto:privacyaccessrequests@suncorp.com.au)

Mail: GPO Box 1453, Brisbane Qld 4001

## Changes and getting a copy of the Policy

We encourage you to review and check our websites regularly for any updates to this Credit Reporting Policy. We will publish the updated version on this website and by continuing to deal with us, you accept this Credit Reporting Policy as it applies from time to time. If you would like a hard copy of this Credit Reporting Policy, please contact us.