

Consumer Data Right Policy



Bankwest, a division of Commonwealth Bank of Australia
ABN 48 123 123 124 AFSL/Australian credit licence 234945

About us

Bankwest is a division of the Commonwealth Bank of Australia (CBA) which has subsidiaries (the Group) that provide a wide range of banking and financial services. For more information about the Group, including a complete list of Group members, see CBA's latest Annual Report, available at www.commbank.com.au/shareholders.

This Consumer Data Right policy only applies to Bankwest. CBA has a separate but consistent Consumer Data Right policy which can be viewed at www.commbank.com.au. In this policy, **we, us** or **our** means Bankwest.

About the Consumer Data Right (CDR)

The Consumer Data Right (CDR) was introduced by the Federal Government to provide customers with rights to access specified data that relates to them (**CDR data**) held by organisations (**data holders**). It allows customers to authorise the sharing of CDR data to organisations accredited by the ACCC under the Consumer Data Right (**accredited data recipients**), as well as providers collecting CDR data from, or on behalf of, an accredited data recipient. In this policy, both are referred to as an accredited data recipient.

What does this mean?

Where Bankwest holds CDR data about you or your business if you're a sole trader, you can ask us to share that data with other accredited data recipients. In this policy, we refer to this data as your Bankwest CDR data.

CDR is jointly regulated by the Australian Competition and Consumer Commission (ACCC) and the Office of the Australian Information Commissioner (OAIC). The legislative framework includes the Competition and Consumer Act 2010 and the Competition and Consumer (Consumer Data Right) Rules 2020 (CDR legislation).

About this policy

This policy describes your rights under the CDR legislation.

If you want to know more about how we handle your personal information at Bankwest, see our Privacy Policy at www.bankwest.com.au/privacy.

Sometimes we update our CDR policy. You can always find the most up-to-date version on our website, and you can ask us to send you a copy of the latest version.

Your privacy and security

Your privacy and the security of your information is important to us. We protect your information and aim to be clear and open about what we do with it. We adhere to relevant security and privacy regulatory requirements, and maintain appropriate controls and capabilities to keep your information safe.

What data will be available under the CDR?

As a data holder under the CDR legislation, we are required to make available specific sets of data for sharing:

- Name, occupation and contact details (and if you're a sole trader, information about your business)
- Account balance and features of products you have with us
- Transaction details
- Direct debits and scheduled payments
- Saved payees (in your Bankwest App or online banking)
- Information about our products and services

We'll only share data as required under the CDR legislation (required consumer data).

We share your Bankwest CDR data only with your consent and we don't charge a fee for sharing your data.

Sharing your Bankwest CDR data

You can choose to share your Bankwest CDR data with an accredited data recipient so they can provide you with a product or service (like a budgeting tool).

How does this work?

- You need to give your consent to the accredited data recipient to collect your Bankwest CDR data (on their site or app), then they'll redirect you to Bankwest.
- We'll need to identify you first. We'll ask you to enter the mobile number you have registered with us and then we'll send you a One Time Password accessible in either the Bankwest App or online banking.

Important: We'll never ask you to share your Personal Access Number and password with a third party. If you provide your online banking log on details to a third party, they gain access to more than your Bankwest CDR data. They can view or transact from your accounts. Sharing your online banking log on details is a breach of our terms and conditions, so you could be liable for losses due to unauthorised transactions on personal and business accounts where you don't take the necessary steps to stay safe online.

- We'll remind you what Bankwest CDR data will be collected by the accredited data recipient and ask you to choose which accounts you'd like to share with them.
- You'll be asked to authorise us to share your Bankwest CDR data with the accredited data recipient for a period of time.

Important: We will only share your Bankwest CDR data with accredited data recipients you authorise under the CDR legislation. To learn more about accreditation, go to www.cdr.gov.au.

To share your Bankwest CDR data you'll need to be at least 18 years old, registered for online banking and have an individual or joint account. Learn more about personal online banking here www.bankwest.com.au/help/how-do-i-set-up-online-banking and business online banking here www.bankwest.com.au/business/learn/online-business-banking

Sharing data from a joint account

A joint account is automatically enabled for data sharing. This means that any joint account holder is able to set up a data sharing arrangement with an accredited organisation without further approval. Without a data sharing arrangement in place, Bankwest will not share data from the joint account (even if it's enabled for data sharing). Any account holder can stop sharing data from the joint account at any time.

For accounts that are enabled, any account holder can disable the joint account from data sharing. When the account is disabled, an account holder won't be able to set up new data sharing arrangement and any active data sharing arrangements will be paused. If the account is disabled and you want to re-enable it for data sharing, all account holders must agree and approve the request.

To enable or disable a joint account for data sharing, go to '**Manage data sharing**' in the Bankwest App or online banking, then select '**Sharing preferences**' under '**Joint accounts**'.

Delegating someone to share data on your behalf

You can choose another person as a data sharing delegate for eligible individual, sole trader and joint accounts. They must have an authority to transact on your account, be over 18 and registered for online banking. Your data sharing delegate will then be able to set up data sharing with accredited data recipients without further approval.

For joint accounts enabled for sharing, any account holder can set up another person as a data sharing delegate without the approval of other account holders. The data sharing delegate can share data for the joint account without further approval from the other account holders. We'll let all account holders know when this happens. Any account holder will also be able to stop sharing data from the joint account at any time.

Any account holder can remove a data sharing delegate from sharing at any time. To remove a data sharing delegate, go to **'Manage data sharing'** in the Bankwest App or online banking and selecting **'Data sharing delegates'**.

Manage your data sharing

You can go to **'Manage data sharing'** in the Bankwest App or online banking to:

- View your data sharing
- Manage your data sharing
- Stop data sharing
- Remove your account from a data share set up by someone else.

How to correct your Bankwest CDR data?

If any of your Bankwest CDR data is incorrect for yourself or as a sole trader, contact us to correct it:

- For personal accounts, message us 24/7 on the Bankwest App or call us anytime on **13 17 19** (Customer Engagement Centre)
- For sole traders, call our Business Support Centre on **13 7000** (6am – 8pm AWST Monday to Friday, 6am – 2:30pm AWST on Saturday)

Within 10 business days we'll let you know in writing whether we corrected your Bankwest CDR data or if we found it to be accurate, up to date, complete and not misleading. We may instead provide you with a notice of why we thought a correction was unnecessary or inappropriate. There are no fees for this service. You can see your latest data sharing details anytime in the Bankwest App or online banking. Simply log in and find **'Manage data sharing'** from the menu.

If we identify that we shared incorrect Bankwest CDR data with an accredited data recipient, we'll let you know as soon as possible. We'll also tell you who we shared the incorrect data with, the date it was shared and how to ask us to share the corrected Bankwest CDR data.

If you're an individual, you also have the right to access and correct personal information Bankwest holds about you. Refer to our Privacy Policy for more information at: www.bankwest.com.au/privacy

When we notify you

We'll notify you:

- when you've set up, amended, stopped data sharing, and when your data sharing arrangement expires (where required)
- in the event of an eligible data breach affecting your CDR data under the Notifiable Data Breach Scheme in the Privacy Act 1988
- if you request we correct your CDR data.

Joint account holders can manage some notifications they receive about data sharing activity in the Bankwest App or online banking by going to **'Manage data sharing'** and selecting **'Notification settings'** under **'Joint accounts'**.

Reporting an issue

If you'd like to raise an issue or complaint, check out the 'How we deal with complaints' section below.

How we deal with complaints

We want to make things right. If there's a problem with how we handle your CDR data, it's important we hear about it so we can make it right.

How to make a complaint

- Make a complaint online at www.bankwest.com.au/help/registering-complaints
 - Contact us:
 - For personal accounts, message us 24/7 on the Bankwest App or call us anytime on 13 17 19 (Customer Engagement Centre)
 - For sole traders, call our Business Support Centre on 13 7000 (6am – 8pm AWST Monday to Friday, 6am – 2:30pm AWST on Saturday)
 - Write to our complaints team (no need to use a stamp) at:
 - Bankwest Customer Care
 - PO Box E237
 - Perth WA 6841
- Please tell us:**
- Your name and contact details (you can make an anonymous complaint if you would prefer);
 - What your complaint is about, including the way we've handled your CDR data, what went wrong and what you'd like us to do; and
 - Any supporting documentation.

What happens after you make a complaint?

1. We'll let you know we've received your complaint (generally by the next business day, or immediately if the complaint is made over the phone).
2. We'll assess the information we have and investigate the issue.
3. We'll work with you to find a fair outcome. The outcome will depend on the nature of the issue or complaint and could include provision of assistance and support or correction of data.
4. If we're unable to do this within 30 days, we'll tell you the reason for the delay, give you a date you can expect to hear an outcome and continue to update you on our progress.

If you're unhappy with our response

If you're not satisfied with the outcome of your complaint, you can lodge a dispute with the Australian Financial Complaints Authority (AFCA). They provide a fair and independent, free complaint resolution service:

Website: www.afca.org.au

Email: info@afca.org.au

Phone: **1800 931 678** (free call)

Address: GPO Box 3, Melbourne, VIC, 3001

If your complaint is about your privacy or how we handle your CDR data, you can also contact the Office of the Australian Information Commissioner:

Website: www.oaic.gov.au

Phone: **1300 363 992**

Address: GPO Box 5218, Sydney NSW 2001

To learn more, see our complaints process at

www.bankwest.com.au/help/registering-complaints

We're here to help

If you have a question about our CDR Policy or need help, contact us:

- For personal accounts, message us 24/7 on the Bankwest App
- For sole traders, call our Business Support Centre on **13 7000** (6am – 8pm AWST Monday to Friday, 6am – 2:30pm AWST on Saturday)