

## **CREDIT INFORMATION PRIVACY POLICY**

### **Introduction**

iFinance (Qld) Pty Ltd (“we”/”us”/”our”) endeavour at all times to comply with the Privacy Act 1988, Australian Privacy Principles and the Credit Information Privacy Code which together will be referred to in this policy as “Australian Privacy Law”

This Credit Information Privacy Policy is subject and in addition to our General Privacy Policy [www.iFinanceqld.com.au](http://www.iFinanceqld.com.au) . It applies to you if:

- you apply to us for one of our credit products;
- you receive credit from us; or
- we otherwise hold credit information about you or information about your eligibility for credit or credit worthiness.

### **What kinds of credit information do we collect, hold, use and disclose?**

As well as and in addition to the information collected under our General Privacy Policy, if you apply for credit from us we will collect:

- Identification information;
- Financial Information including:
  - Income (from all sources including government benefits) and current employment status and recent history;
  - Assets;
  - Expenses;
  - Debts.
- Credit liability information about the credit accounts you have applied for or hold whether with us or some other credit provider including:
  - type of account;
  - when and whether it was opened and, if applicable, closed;
  - if a credit account, then the maximum amount of credit approved;
  - other specific terms and conditions of the account.
- Information about your credit application including:
  - The type of credit, whether consumer or commercial;
  - The amount of credit sought.

- Default information about you when you have failed to make a payment owed by you to us or some other credit provider which remains overdue for more than 60 days and which, after giving you notice as required by the Australian Privacy Laws, we may disclose to a Credit Reporting Body or which has already been disclosed to a Credit Reporting Body by another credit provider.
- Payment information which discloses that you have made an overdue payment whether to us or to another credit provider.
- New payment information about you as to the terms and conditions of any variation in the payments required under your credit contract with us or with another credit provider.
- Court proceedings information about a judgment of any Australian court that was made against you in relation to any credit that was provided to or applied for by you.
- Personal insolvency information which has been recorded in the National Personal Insolvency Index maintained by the Insolvency and Trustee Service of Australia relating to any bankruptcy, debt agreement, debt agreement proposal or a personal insolvency agreement executed by you, and any direction or order made under the Bankruptcy that relates to your property.
- Publicly available information about you that is not otherwise described above but which is relevant to your credit worthiness.
- Serious credit infringement information which relates to credit which we or some other credit provider has provided to you to the effect that you:
  - fraudulently obtained credit;
  - fraudulently evaded payments under a credit contract;
  - are not able to be contacted at the last known addresses supplied to us or have not been in contact with us for 6 months; or
  - are otherwise no longer intending to comply with your credit obligations.
- Credit worthiness or credit eligibility information which we derive from the above information to produce tools, such as risk ratings and credit scores, to assist us to assess your application for credit from us. Such credit worthiness or credit eligibility information may be based on your Financial Information but will not include it in a recognizable form.

### **How do we collect credit information?**

We collect credit information in the same ways we collect personal information as described in our General Privacy Policy and, additionally:

- We collect credit information about you from you directly such as in an application form for credit; and
- We collect credit information about you from Credit Reporting Bodies; and

- We may collect credit information about you from other credit providers.

### **How do we hold your credit information?**

We hold and keep secure your credit information in the same ways as all your personal information as described in our General Privacy Policy.

### **How do we disclose your credit information?**

We may disclose your credit information to other credit providers on production of your written consent and at our discretion informed by our obligations under Australian Privacy Law.

This includes all the credit information described above with the exception of your Financial Information. It does, however, particularly include:

- Credit worthiness or credit eligibility information;
- Information about your credit application;
- Default information; and
- Serious Credit Infringement information.

The Credit Reporting Bodies to which we may disclose your credit information are:

Dunn and Bradstreet (Australia) Pty Ltd  
PO Box 7405, St Kilda Road,  
MELBOURNE Vic 3004  
Website: [www.checkyourcredit.com.au](http://www.checkyourcredit.com.au)

Veda Advantage Information Services and Solutions Limited  
PO Box 964,  
NORTH SYDNEY NSW 2059  
Website: [www.veda.com.au](http://www.veda.com.au)

We refer you to the Privacy Policy of these Credit Reporting Bodies available on their websites.

### **The purposes for which we collect, hold, use and disclose your credit information**

In addition to those purposes described in our General Privacy Policy, we collect, hold, use and disclose your credit information to:

- assess your credit application and that of any proposed guarantors of your credit;
- manage your credit contract;

- consider any application for variation of your payments whether or not on the grounds of hardship;
- collect any debt or otherwise enforce any rights whether by court proceedings or otherwise arising under your credit contract;
- assist you if we consider you may be at risk of default;
- a prospective purchaser or other entity involved in the sale, transfer or restructure of our business assets;
- undertake securitisation activities or any assignment of debt;
- deal with any complaint by you through our Internal Dispute Resolution process or through our External Dispute Resolution scheme as described in our General Privacy Policy;
- identify you as required by the Anti-Money Laundering/Counter-Terrorism Financing Act;
- meet our legal requirements including those under Australian Privacy Law and other laws to relevant authorities;
- assist other credit providers with the same purposes as permitted by Australian Privacy law such as disclosing credit information to them with your consent or where you have committed a serious credit infringement.

We shall not disclose your credit information to any other party for the purposes of direct marketing though we may disclose other personal information for that purpose as described in our General Privacy Policy.

#### **Whether we supply your personal information to overseas recipients.**

We do not see any circumstances where we will supply your credit information to overseas recipients,

We shall not provide credit information and credit worthiness or credit eligibility information to overseas entities except as permitted by Australian Privacy Law.

#### **How you may access your credit information held by us**

You may access your credit information held by use in the same way and subject to the same restrictions as you may access any of your personal information held by us as described in our General Privacy Policy.

There is no charge to make a request for access to your credit information but we may apply an administration fee for providing access to your credit information.

We cannot give you access to credit information held about you by any Credit Reporting Body. We refer you to the Privacy Policy of that Credit Reporting Body.

### **How you may seek correction of the credit information we hold about you**

You may apply to correct the credit information we hold about you in the same way and subject to the same restrictions as you may do so for any of your personal information held by us and as describe in our General Privacy Policy.

We will deal with your request according to Australian Privacy Law and provide you our response and/or reasons within 7 business days of our making our decision and, in any case, no later than 30 days after receiving your request.

If we have supplied credit information which we have agreed to correct to a Credit Reporting Body, we will notify that body within 7 business days of making that decision.

### **How you may complain about how we deal with your credit information**

If you are not satisfied with how we have dealt with your credit information, please contact our Privacy Officer in the same way as is described in our General Privacy Policy.

Again, if you are not satisfied with our Internal Dispute Resolution Process in relation to credit information, you may refer your complaint to our External Dispute Resolution scheme as described in our General Privacy Policy or to the Office of the Australian Information Commissioner.

### **Changes to this policy**

We may change this policy for the same reasons and in the same manner and with the same notice as is described in our General Privacy Policy.

## **GENERAL PRIVACY POLICY**

### **Introduction**

iFinance (Qld) Pty Ltd (“we”/”us”/”our”) endeavour at all times to comply with the Privacy Act 1988 and the Australian Privacy Principles which together will be referred to in this policy as “Australian Privacy Law.”

This **General Privacy Policy** applies to all persons accessing our website, dealing with us or from whom we otherwise collect personal information. We also collect personal and (consumer) credit information provided by persons applying for or receiving credit from us and, in doing so, endeavour at all times to comply not only with Australian Privacy Law, in general, but also with the Credit Information Privacy Code. All persons who apply for or receive credit from us or you agree to guarantee another person’s credit from us, will be further protected by our **Credit Information Privacy Policy** [www.iFinanceqld.com.au](http://www.iFinanceqld.com.au) .

Any person who receives credit from us and applies to vary the terms of the payments on the grounds of hardship will be additionally protected by our **Hardship Privacy Policy** [www.iFinanceqld.com.au](http://www.iFinanceqld.com.au) .

### **Pseudonyms**

You are not required to provide us with your name or any personal information if you do not wish to. You are free to use any name allowed by law. We, however, will not deal further with you without obtaining your real name and other verifiable pieces of personal information.

We are not permitted by law to provide you with (consumer) credit without obtaining proof of your identity and that is covered in our Credit Information Privacy Policy.

### **The kinds of personal information we collect**

By accessing this website or otherwise dealing with us you agree to our General Privacy Policy in relation to the collection of personal information by the website.

As a result of your visit to our website, we may collect and store information about your visit to this website including:

- The IP address of the computer from which you accessed the internet;
- the date and time you accessed the website;
- the internet address of the website from which you linked directly to our website;
- the pages you accessed while visiting the website; and

- through the use of websites, software and internet tracking devices such as cookies, anonymous identifiers and session variables, we may also collect your email address.

Your internet service provider or the providers of your internet browser software may also collect such information for their own purposes. We are not responsible for the collection, storage and use of such information by these entities and refer you to their respective privacy policies.

As a result of you dealing further with us, whether as a prospective customer, an actual customer, guarantor, contractor, supplier or service provider, we may collect and store personal information from you such as:

- your name;
- address, previous addresses and how long you have lived at those addresses;
- date of birth;
- your employer, previous employers and how long you have been in such employment;
- your email address;
- your telephone numbers; and
- the details of any references you supply, including the names and addresses of your referees.

If you apply to us for credit information we will collect and store credit information in addition to the above personal information and this will be governed by our Credit Information Privacy Policy.

If you receive credit from us and you apply to us to vary your payment arrangements under your credit contract due to hardship, you may supply us with sensitive information in addition to the above personal information and other credit information and this will be governed by our Hardship Privacy Policy. [www.iFinanceqld.com.au](http://www.iFinanceqld.com.au)

If you apply to us for employment, we may also collect and store personal and, in addition, sensitive information about you including your:

- education, training and other qualifications;
- work history;
- professional or trade associations or union membership;
- hobbies and other interests; and
- criminal history.

## **How we collect your personal information**

We may collect personal information about you from your visit to our website through the use of technologies such as anonymous identifiers, session variable, and/or cookies. You may be able to set your internet web browser to block or limit cookies. Some features of our website may not work as efficiently or not at all if you have done so.

As a result of you dealing further with us, we may collect personal information directly from you and this may be in person, over the telephone, by mail, over the internet, by email or fax or by completion of an application or consent form whether on-line or otherwise.

If you:

- apply to us for credit;
- agree to guarantee credit from us to another person;
- receive credit from us;
- apply to us to vary the terms of your payments under your credit
- contract on the grounds of hardship; or
- apply for employment with us;

we may collect personal, credit and sensitive information about you from other sources when it is impractical or unreasonable for us to collect it directly from you. Among these other sources may be:

- a credit reporting body;
- someone authorised by you such as an agent, broker, accountant, solicitor, financial counsellor, introducers or a guarantor;
- a referee;
- an employer;
- a government body;
- another financial institution;
- a professional or trade association or trade union;
- our agents

and we may collect that information directly from them in person, over the telephone, by mail, over the internet, by email or fax or by completion of an application or consent form whether on-line or otherwise.

## **How we hold your personal information**

We use our best endeavours and take all reasonable steps to secure your personal information including:

- maintenance of a secure environment for storage of information whether in hard copy or in electronic form;



- requiring that access to such information be confined to authorised personnel only;
- using technology such as encryption and password protection to secure any information kept in electronic form.

We are not responsible for the security of any computer or other device which you use to access our website.

### **The purposes for which we collect, hold, use and disclose your personal information**

If you are a user of our website, a prospective customer, a customer or guarantor of a customer's credit, a contractor or supplier of goods and services to us, a job applicant or other person from whom we collect we collect, hold, use and disclose your personal information we shall do so only for those purposes which are:

- permitted by Australian Privacy Law;
- necessary for:
  - the administration of any contract of supply of goods or services to or by us;
  - the provision of our products to our customers;
  - the consideration of any proposed guarantee of credit;
  - assessment and processing of any job application;
  - otherwise for the administration and management of our business;
- better improve website useability;
- required by law;
- in order to investigate or assist with any investigation into any complaint about the conduct of our business, in particular, under Australian Privacy Law;
- to otherwise enforce any term of any contract or other right which arises out of our dealings with you.;
- to communicate with you, by way of direct marketing, information about our products and services. If you do not wish us to do so, you can "opt out" of such communication by informing us in person, by telephone, by facsimile, by post or by email;
- to search and/or register any Personal Property Securities;
- as part of a prospective sale, transfer or restructure of our business; or
- to otherwise communicate with you or the purposes outlined above.

In addition, if you apply to us for credit or receive credit from us, we will collect, hold, use and disclose your personal information in order to:

- assess your credit application;
- manage your credit contract;
- consider any application for variation of your payments whether or not on the grounds of hardship;

- collect any debt or otherwise enforce any rights arising under your credit contract.

To find out more on how we deal with your credit information or sensitive information if you apply to us for credit or receive credit from us, please see our Credit Information Privacy Policy. [www.iFinanceqld.com.au](http://www.iFinanceqld.com.au)

We may disclose your personal information, including credit and sensitive information, to other parties as part of a process of merger, acquisition, sale of our business or our other assets and, before doing so, will give you notice and an opportunity to opt out of the provision of such information in that instance.

If, for any of the above purposes, we disclose your personal information to any supplier of services to our business or to any prospective purchaser of our business which we shall do so only if it is necessary for the purposes listed above, we shall:

- do so in accordance with Australian Privacy Law;
- obtain assurances from those suppliers that they comply with Australian Privacy Law.

### **Whether we supply your personal information to overseas recipients**

We do not envisage any circumstance where we will supply your personal information to overseas recipients except as part as part of our information technology systems

### **How you may access your personal information held by us**

You may request access to your personal, sensitive and credit information held by us by identifying yourself in person, by facsimile or by scanned attachments to an email and sending your request for access to us at:

iFinance (Qld) Pty Ltd  
P.O. Box 995  
Nerang Qld 4211  
[Privacy@iFinanceqld.com.au](mailto:Privacy@iFinanceqld.com.au)  
Fax: (07) 5641 0002

If we are unable to grant your access to personal, sensitive or credit information, we will give you our reasons in writing within a reasonable time. These may include where providing the information to you may:

- reveal personal information about another individual person;
- pose a threat to the health or safety of another individual person;
- not be permitted by law;

- reveal internal information of a commercially sensitive nature which is not required to be disclosed to you by Australian Privacy Law.

### **How you may correct any personal information we hold about you which is incorrect**

If you believe any personal information which we hold about you is incorrect, please contact us in person by telephone, by facsimile, by email, identify yourself and tell us what information which we hold about you is, in your belief, incorrect and how you want it changed.

If we cannot agree to the change to the information which you have requested, we will give you reasons in writing.

### **How you may complain about how we deal with your personal information**

If you are not satisfied with the reasons referred to above or otherwise have any complaint about how we collect, hold, use or disclose your personal information please contact our Privacy Officer who will then follow our Privacy Internal Dispute Resolution process.

Our Privacy Officer can be contacted on 1300 175 000 or [Privacy@iFinanceqld.com.au](mailto:Privacy@iFinanceqld.com.au)

If you are not satisfied with our Privacy Internal Dispute Resolution process, you may refer your complaint to our External Dispute Resolution Scheme.

Our External Resolution Scheme is:

Credit & Investments Ombudsman Ltd  
PO Box A252  
SOUTH SYDNEY NSW 1235  
Tel: 1800 138 422  
Fax: 02 9273 8440  
Website: [www.cio.org.au](http://www.cio.org.au)

You can, of course, at any time, refer directly to:

The Office of the Australian Information Commissioner  
GPO Box 2999  
CANBERRA ACT 2601  
Tel: 1300 363 992  
Fax: 02 9284 9666  
Website: [www.oaic.gov.au](http://www.oaic.gov.au)

## **Changes to this Policy**

From time to time, we may make changes to this General Privacy Policy because of:

- changes to the law;
- changes to technology;
- changes to our systems.

We will notify such changes on our website. Where the changes may affect you in a particular way, and you have a consumer credit contract with us, we will notify you if required by Australian Privacy Law and our Credit Information Privacy Policy.

## **HARDSHIP PRIVACY POLICY**

### **Introduction**

iFinance (Qld) Pty Ltd (“we”/”us”/”our”) endeavour at all times to comply with the Privacy Act 1988, Australian Privacy Principles and the Credit Reporting Privacy Code which together will be referred to in this policy as “Australian Privacy Law.”

This Hardship Privacy Policy applies if you:

- have received credit from us;
- are experiencing difficulty in meeting your repayment obligations under your credit contract with us; and
- have applied for or approached us for a variation in those obligations on the grounds of hardship whether as result of receiving a Notice of Default or other notice from us or otherwise.

It is subject and in addition to our General Privacy Policy and our Credit Information Privacy Policy (both available at [www.iFinancqld.com.au](http://www.iFinancqld.com.au)).

### **Hardship**

“Hardship” is not defined in the *National Consumer Credit Protection Act* (‘NCCP’) but is said to occur where a debtor considers that they will be unable to meet their obligations under a credit contract. This may occur, for example, as a result of illness, unemployment or other reasonable cause. In the course of you applying for a variation in repayment terms on the grounds of hardship, we may collect from you information about illness, unemployment or other reasonable causes of hardship. This will, most likely, be “sensitive information” under Australian Privacy Law.

### **Sensitive Information**

We will only collect sensitive information that is relevant to your application for a variation in your repayment terms on the grounds of hardship. Such information may include:

- health information about you or another member of your family;
- the reasons for your current employment status;
- your education, training and other qualifications;
- whether you are a member of a professional or trade association or trade union;
- changes to your marital status;
- other matters relevant to your application and which are not otherwise usually collected by us as personal information or credit information in the ways for the purposes described in our General Privacy Policy and our Credit Information Privacy Policy.
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## **The purposes for which we collect and use your sensitive information**

We will only collect, use, hold and disclose your sensitive information for the following purposes and in the following ways to:

- assess your application for a variation to the terms of repayment under your credit contract on the grounds of hardship ('hardship variation').
- explain our decision whether or not to agree to a hardship variation.
- administer, monitor and record any agreed hardship variation.
- consider any complaint about our decision to refuse a hardship variation in our Internal Disputes Resolution process.
- respond to any complaint about our decision to refuse a hardship variation made to our External Dispute Resolution scheme.
- manage our business including our responsible lending obligations and our systems for considering applications for hardship variations as required by the NCCP and other relevant laws.
- account to relevant authorities under the NCCP and Australian Privacy Law.

## **How we disclose your sensitive information**

We shall not disclose your sensitive information to any party except for the purposes described above and as permitted by Australian Privacy Law.

In particular, we shall not disclose your sensitive information to any Credit Reporting Body or any other credit provider though we may disclose that you have entered into a hardship variation to such parties.

## **Whether we supply your sensitive information to overseas recipients.**

We shall not provide your sensitive information to overseas entities except as permitted by Australian Privacy Law.

## **How you may access your sensitive information held by us**

You may access your sensitive information held by us in the same way and subject to the same restrictions as you may access any of your personal information held by us as described in our General Privacy Policy.

There is no charge to make a request for access to your sensitive information but we may apply an administration fee for providing such access.

## **How you may seek correction of the sensitive information we hold about you**

You may apply to correct the sensitive information we hold about you in the same way and subject to the same restrictions as you may do so for any of your personal information held by us and as describe in our General Privacy Policy.

### **How you may complain about how we deal with your sensitive information**

If you are not satisfied with how we have dealt with your sensitive information, please contact our Privacy Officer in the same way as is described in our General Privacy Policy.

Again, if you are not satisfied with our Internal Dispute Resolution Process in relation to your sensitive information, you may refer your complaint to our External Dispute Resolution scheme as described in our General Privacy Policy or to the Office of the Australian Information Commissioner.

### **Changes to this policy**

We may change this policy for the same reasons and in the same manner and with the same notice as is described in our General Privacy Policy.

# Privacy Acknowledgement and Consent

The way iFinance collects and deals with your personal information is contained in its [Privacy Policy](#).

iFinance collects personal information from you and from others so that we can (amongst other things set out in our [Privacy Policy](#)):

1. assess your application;
2. if approved, provide you with a facility, and
3. manage your dealings with us.

If you do not provide iFinance with that information, or authorise us to collect it from others, we will not be able to provide the services mentioned above.

We may disclose your personal information to:

- (a) credit reporting bodies and other credit providers;
- (b) your referees including your employer;
- (c) our advisers, agents, insurers and external dispute resolution schemes;
- (d) the Australian Government (where required to do so by law);
- (e) entities with whom we deal and as set out in our [Privacy Policy](#), and
- (f) any person we are authorised or required to, and any person you authorise us to.

By consenting to this Privacy Acknowledgement and Consent, you consent to us:

1. obtaining personal information about you in accordance with our [Privacy Policy](#) and the [Privacy Act](#) and in particular from Credit Reporting Bodies;
2. disclosing your information as set out above and in accordance with our [Privacy Policy](#) and the [Privacy Act](#), and
3. using personal information we have obtained about you for the purposes of offering you other products or services which we believe may be of interest or benefit to you that we or our partners might have available. You can withdraw your consent at any time by advising us.

You may obtain a copy of our privacy policy by clicking on [this link](#), or by contacting us and requesting one.

You can request access to the personal information we have about you. We will provide you access to it in accordance with the [Privacy Act](#), which might involve the payment of a reasonable fee. If you believe that any of the information is inaccurate, incomplete or out of date, you can request its correction.