

Consumer Data Right (CDR) Policy



1. About this policy

This policy provides information about how AMP Bank manages data under the Consumer Data Right (CDR). References in this policy to data (including accessing, sharing and correcting data) apply specifically to data in the context of the CDR, as described in this policy below.

Please refer to our Privacy Policy located at amp.com.au/privacy or call us for further information on how we collect, use, hold and disclose your personal information, as well as ensure the quality, integrity and security of your personal information under applicable Privacy Laws more generally.

2. What is the Consumer Data Right?

The Consumer Data Right is a law which provides you, as an individual or organisation with the right to:

- Request access to CDR data relating to banking products ('product data').
- Allow CDR data relating to you ('consumer data') to be shared with others; and
- Correct your consumer data.

As a data holder, AMP Bank accepts requests for access to consumer data and product data that is mandated under the CDR. AMP Bank does not accept requests for consumer and product data that we are not required to provide under the CDR.

3. Accessing AMP Bank product data

3.1 What is product data?

Product data is information about the banking products and services that we offer. This information is generic in nature and therefore does not relate or apply to any identifiable individual or business.

Product data generally includes information about our pricing, eligibility criteria, fees, terms and conditions, availability and performance of our AMP products or service offerings.

3.2 How do I access AMP Bank product data?

Any member of the public, or organisation can make a request to access AMP Bank product data. You do not have to be a customer of AMP Bank to make the request. Requests to access AMP Bank product data can be made using our product data request service, which is accessible through our website.

Product data is disclosed to the person who made the request in machine-readable form.

4. Accessing my consumer data

4.1 What is consumer data?

Consumer data is information about banking products and services that relate to you, as an individual or business. This includes information about you as a user of a product and service, information about your use of the product and service, and any data that is wholly or partly derived from these categories of information. For example, this may include data about your AMP Bank:

- savings or transaction accounts;
- term deposit accounts;
- home loans or investment property loans.

4.2 What types of consumer data does AMP Bank hold?

The types of consumer data that we hold include:

- customer information such as your name, and contact details;
- account details such as your account number, account name, balances, fees and charges; and
- transaction information including dates, description and the amount debited or credited.

4.3 How can I access my consumer data?

You can access your AMP Bank consumer data by authorising us to share it with data recipients who have been 'accredited' under the CDR regime to receive consumer data. We can only share your AMP Bank consumer data with organisations that have been accredited, and if you are eligible to make a sharing request under the CDR regime.

For example, if you apply for a loan with another bank and they request to see data on your AMP Bank transaction account as part of your assessment, you can give us permission to share your AMP Bank consumer data relating to that transaction account with them, if they are accredited to receive data under the CDR.

If you authorise us to share your AMP Bank consumer data as described above, it will be disclosed, in machine-readable form, to the accredited organisation through a specialised service that we provide ('accredited person request service').

You can also ask us for access to your personal information that is also CDR data by making a request directly to us in accordance with our Privacy Policy.

4.4 Will my consumer data only be shared with my consent?

Under the CDR, we will only share your AMP Bank consumer data with another organisation if you give us permission to do so, unless required by law.

You can use your data sharing dashboard in My AMP to track all the permissions you have given us to share your data. We will always notify you via the data sharing dashboard as soon as practicable after sharing your data.

4.5 What happens if I change my mind later?

You may withdraw your permission for us to share your consumer data at any time by using your data sharing dashboard through My AMP. We will notify you through the data sharing dashboard when this request has been completed.

5. Correcting my data

5.1 How do I ask for my consumer data to be corrected?

You may request a correction of consumer data. To request a correction, please contact us by phone, using the details listed in the 'Contact us' section at the end of this document.

Once you make that request, we will confirm that we have received your request by acknowledging it verbally. We will then aim to correct consumer data within 10 business days, after which we will respond to your request in writing detailing whether the correction was made, and if not, providing the reasons why, in addition to the options available to you to escalate the matter.

If we share AMP Bank consumer data that relates to you with an accredited data recipient with your permission, and later realise that the data we shared was incorrect, we will advise you of this in writing within 10 business days. When the data has been corrected, it will be shared through our accredited person request service the next time it is requested. If you would like to receive the corrected data, you can ask the relevant accredited data recipient to request it again through our accredited person request service.

You can also request a correction of your personal information that is also consumer data by making a request directly to us in accordance with our Privacy Policy.

6. Handling CDR complaints and resolving disputes

6.1 What do I need to do?

A complaint can be made at any time. If you have a complaint concerning matters covered by this CDR Policy, the way we handle your data or any part of your experience, you must tell us as soon as possible, and provide all required information as reasonably requested by us, including your customer details such as your name, account number, contact details, information relating to your complaint and your desired outcome by making the complaint.

You may tell us by:

Website: use our **Contact Us** feedback portal

Social media: contact us using Facebook @AMPaustralia or Twitter @AMP_AU #complaint

In writing: send us a letter via email or post to the addresses at the end of this document

In person or by phone: speak to one of our staff in person or contact us through our contact centres, using the number in the 'Contact us' section at the end of this document.

6.2 What we need to do

If your complaint cannot be resolved at first contact, we will acknowledge your complaint within 48 hours, keep you informed of the progress and aim to give you a full response to your complaint within 21 business days. We will provide you with the name and contact information of the internal staff member responsible for handling your complaint.

If the complaint can be resolved to your satisfaction within 5 business days of you making the complaint, we will not provide you with a written response unless you have asked for a response in writing.

If the complaint is not resolved within 21 days, we will advise you that more time is required and keep you informed at regular intervals of the status of your complaint.

Other than exceptional cases we will take less than 45 days from receiving your complaint to complete our investigation. If we don't, we will:

- inform you of the reasons for the delay
- provide you with monthly updates on the progress of the investigation
- specify a date when a decision can reasonably be expected, and
- provide you with the name and contact details of our external dispute resolution providers.

When we complete our investigation, we will provide you with a written response including:

- the outcome of the investigation including the reasons for our decision with reference to any relevant provisions in the CDR Policy
- your rights to refer the complaint to an external dispute resolution provider
- the name and contact details of the external dispute resolution provider.

The options for redress that we will offer in relation to your complaint will depend on the nature of the complaint and the outcome of it. For example, where a complaint relates to incorrect data and we determine that the data is in fact incorrect, we will correct the data within 10 business days of the lodgment of the complaint.

If you are not satisfied with our response, or how we have handled your complaint, you can contact:

- our external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA). Time limits apply to complain to AFCA. Please refer to AFCA's website set out at the end of this document for details; or
- the Office of the Australian Information Commissioner (the Commissioner).

Contact us

You can contact us at:

AMP Bank

phone 13 30 30
web amp.com.au/banking
email info@ampbanking.com.au
mail Locked Bag 5059
PARRAMATTA NSW 2124

AFCA can be contacted at:

Australian Financial Complaints Authority

phone 1800 931 678 (free call)
web afca.gov.au
email info@afca.org.au
mail GPO Box 3
MELBOURNE VIC 3001

The Commissioner can be contacted at:

Office of the Australian Information Commissioner

phone 1300 363 992
web oaic.gov.au
email enquiries@oaic.gov.au
mail GPO Box 5218
SYDNEY NSW 2001

What you need to know

Credit provider and product issuer is AMP Bank Limited ABN 15 081 596 009, AFSL and Australian credit licence 234517.