

# Consumer Data Right Policy

January 2024



**We're ready to help you**

1300 364 400 | [www.gcmutual.bank](http://www.gcmutual.bank)

**It's your bank, because you own it.**





## This Policy

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This policy provides information about how G&C Mutual Bank Limited (ABN 72 087 650 637) 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.

Please refer to the G&C Mutual Bank Privacy Policy on our website for 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.

This policy may change from time to time, so please visit our website regularly for the most up-to-date version. You can also request from us an electronic or hard copy of the latest version of this policy.

## What is the Consumer Data Right?

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The Consumer Data Right (CDR) was introduced by the Federal Government to provide consumers with rights to the data that relates to them under the Competition and Consumer Act 2010 and the Competition and Consumer Rules 2020 (CDR Legislation). It is designed to give you greater control of your data to increase competition, and encourage innovation in the Australian economy.

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).

In the banking sector, the CDR is also referred to as Open Banking.

Under the CDR legislation you can authorise G&C Mutual Bank to share selected banking data we hold about you for specific purposes with accredited organisations. You can decide when to share your CDR data, what CDR data you share, and with whom.

## What our CDR Policy means for you?

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We hold data about our customers – because we are required to, it helps us provide you with a product or service, and so we can continue to improve our banking services. The CDR Rules and Privacy Safeguards set out the detailed obligations of organisations that hold your data (“data holders” like G&C Mutual Bank), those that want to collect your data (“accredited data recipients”) and those that facilitate the transfer (“designated gateways”). See below for an explanation of how this works.



### Data holder

G&C Mutual Bank is currently a data holder. As a data holder, we will share your CDR data with an accredited organisation only when you authorise us to do so.



### Data recipient

These include accredited organisations (e.g. other banks and financial services organisations) which have your consent to collect and use your CDR data.



### Designated gateways

A person specified as having the authority to receive and disseminate CDR data on behalf of the members of a designated industry group.



## How can you access your CDR data?

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You can access your G&C Mutual 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 consumer data with organisations that have been accredited, and only if you are eligible to make a sharing request under the CDR regime.

You can only access your CDR data through the CDR if you:

- are an individual account holder;
- are at least 18 years of age; and
- have at least one account with us that you can access through Online Banking or our Mobile App.

For example, if you enquire about a product with another bank and they request to see data on your G&C Mutual Bank transaction account, you can give us permission to share your G&C Mutual Bank consumer data relating to that transaction account with them if they are accredited to receive data under the CDR.

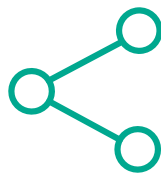
## How does data sharing work?

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### You authorise

We will ensure that we only share your CDR data with authorised data recipients that you have authorised to share with.



### We share

We will confirm with you when your data has been shared.



### You manage

You can manage all your consents 24/7 within Online Banking.

You need to visit the website of the service provider you wish to share your data with and provide consent for them to request to share your data. It is important to know that when you provide consent to an accredited organisation to collect and use your CDR data, you enter into an agreement with them. Before providing consent, you may want to find out more about how the accredited organisation will manage the CDR data they collect, and give them clear instructions as to whether you want your CDR data deleted or de-identified.

Once you consent for your data to be shared, the service provider will securely redirect you to G&C Mutual Bank to choose what CDR data to share and to authorise the sharing. We must obtain your authorisation before sharing your data with a service provider, we do this by providing you with a one-time password via SMS to authenticate your authorisation prior to data sharing.

## Accessing your consumer data

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You can access your CDR data through service providers accredited to offer services under the CDR (who are called accredited data recipients). A list of accredited data recipients can be obtained online at <https://www.cdr.gov.au/find-a-provider>.

When we share your CDR data with an accredited data recipient, we will notify you by updating your consumer dashboard which is provided within Online Banking. To access the dashboard, go to the Accounts menu and then select "Data sharing". The 'current data sharing' tab provides a list of the consents you have provided to accredited third parties to access your CDR data held by us.

You can change or withdraw your consents on the 'current data sharing' tab or by contacting us on 1300 364 400. You can also change or withdraw your consents by going to the accredited data recipient's website or app.

## What CDR data can be requested?

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The CDR data that can currently be shared with accredited data recipients includes:



**Consumer data** - certain data we hold about you such as your name, contact details and occupation (if you are an individual customer) or your organisation profile and contact details (if you are a business customer).



**Account data** - certain data we hold about your account such as your account name, type, balance, number, features, direct debits and scheduled payments and saved payees.



**Transaction data** - certain data we hold about transactions on your account such as your transaction activity.



**Product specific data** - 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. It generally includes information about associated product features and benefits, pricing, terms and conditions and eligibility requirements.

Business customers who want to share data will need to appoint a nominated representative for the relevant business accounts.

We accept requests for access to CDR data that is mandated by law (required product data and required customer data). We do not accept requests for access to additional types of product and customer data ("voluntary data") beyond that which we are required to provide by law.

Data sharing through the CDR may be unavailable in relation to some types of accounts or during any period in which we have placed restrictions on your account.

## Sharing data from a joint account

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Data sharing from joint accounts, where all account holders are eligible individuals, will be enabled by default (pre-approval option). This means that any joint account holder can share joint account data with accredited data recipients at any time without the other joint account holders' approval while the pre-approval option is in effect. We'll let the other account holders know by SMS when this happens.

Data sharing can be disabled at any time by an account holder via the Data Sharing Dashboard under the Joint Account Service Tab. Joint account holders can also see other joint account holders' data sharing arrangements in relation to accounts held jointly and can stop sharing data in a particular arrangement via the dashboard.



## Correcting your data

If you think any of your CDR data that we hold is wrong, you can ask us to correct it. To request a correction, please contact us using the contact details shown at the end of this policy document.

Once you make that request, we will confirm that we have received your request by acknowledging it verbally or in writing as soon as possible. We will then investigate the issue and provide a written response within 10 business days to let you know what we have done. If we haven't changed your information, we'll let you know why, which may be because we consider the CDR data to be accurate, up to date, complete and not misleading.

Our response will also provide you with information on how to make a complaint about the way we handled your request if you're dissatisfied with our response.

We will not charge you any fee in relation to a request to correct your CDR data.

## Making a complaint

### How do you make a complaint?

We're here to help. If you have any concerns about the way we handle your CDR data, you can make a complaint over the phone, in writing or in person at one of our Service Centres, by using the details listed below.

In order for us to assist, you will need to let us know your customer details (such as your full name and member number), contact details, information relating to your complaint and your desired outcome when making the complaint.



### In writing

- Online complaints form: [www.gcmutual.bank/complaints](http://www.gcmutual.bank/complaints)
- Email: [info@gcmutual.bank](mailto:info@gcmutual.bank)
- Write to: **Complaints Officer, PO Box A253, Sydney South NSW 1235**



### By phone

- 1300 364 400
- +61 2 9307 5400 from overseas



### In person

- Visit us at your local Service Centre

## How will we respond to complaints?

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**Our aim is to acknowledge your complaint within 2 business days** and resolve your complaint at first contact, if possible.



**We will try to resolve your complaint within 5 working days.** If this isn't possible or for more complex complaints, this may take up to 30 days. If we can't meet these timeframes, we will explain why and provide an expected date for the outcome of your complaint.



**Investigate your complaint.** We'll assess the information we have and investigate the issues. The possible resolutions available to you will depend on the nature of your complaint. Resolution options may include assisting you with managing your data sharing arrangements, correction of data, deletion of data or issue of an apology. We will keep you informed of progress and in some circumstances, we may ask you to choose from a number of options for how you would like your complaint to be redressed.



**Make a decision about your complaint.** We'll write to you to explain our decision.



**If you are not satisfied with our response, or how we have handled your complaint,** you can contact the Australian Financial Complaints Authority (AFCA) or Office of the Australian Information Commissioner (OAIC) with contact details noted below.

### Australian Financial Complaints Authority (AFCA)

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AFCA provides fair and independent financial services complaint resolution that is free to consumers.

**Website:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

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

**Mail:** GPO Box 3, Melbourne VIC 3001

**Note:** Time limits may apply to complain to AFCA, so you should act promptly or otherwise consult their website to find out if or when the time limit relevant to your circumstances expires.

### Office of the Australian Information Commissioner (OAIC)

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OAIC acts as an impartial third party when investigating and resolving a complaint in relation to the handling of your CDR data. You can contact the OAIC on:

**Website:** [www.oaic.gov.au](http://www.oaic.gov.au)

**Email:** [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

**Phone:** 1300 363 992

**Mail:** GPO Box 5218, Sydney NSW 2001

It's **your** bank,  
because **you own it.**

**G&C Mutual Bank**

1300 364 400

[info@gcmutual.bank](mailto:info@gcmutual.bank)

[www.gcmutual.bank](http://www.gcmutual.bank)

G&C Mutual Bank Limited

ABN 72 087 650 637 | AFSL & Australian Credit Licence 238311

