

Defined terms

We, us, our	Bank of Queensland Limited ABN 32 009 656 740 AFSL and Australian Credit Licence No 244616.
Mortgage Insurer	The insurer that provides or is proposed to provide lenders mortgage insurance (LMI) for your home loan (if you have or are required to have LMI). We currently arrange LMI with Helia Insurance Pty Limited ABN 60 106 974 305 (Helia).
You, your	Each applicant and guarantor for a loan application who is an individual.

Collection of information

By submitting any application to us, you are providing your personal information to us and our related companies, and (if you are required to have LMI) the Mortgage Insurer for the primary purpose of assessing your application (for example, we may use personal information to decide whether or not to provide you with credit or accept you as a guarantor), verifying your identity, (if relevant) applying for, arranging, issuing and managing LMI and, if your application is approved, establishing and administering your loan and related loan accounts.

We may also collect personal information (including credit information and credit eligibility information) about you for this primary purpose from third parties such as other credit providers or financial institutions, your representatives such as brokers, financial advisers or accountants, your insurers, publicly available sources (e.g. telephone directories), referrers or other intermediaries, our corporate partners or agents, government agencies (e.g. Centrelink) and credit reporting bodies.

Your personal information may also be used and disclosed to third party service providers for these purposes, as well as where we or our related companies need to comply with certain laws and regulations. Without this information we may not be able to consider or approve your application or provide our services.

Personal information that we collect includes credit information. Credit information includes information about your past experiences with us or other lenders, the kinds of credit products you have or have applied for, how you have managed your obligations including your payment obligations, information contained in a credit report about you and information about your credit worthiness that has been derived from a report about you.

In certain circumstances, the personal information that we collect may include sensitive information about your health, for example, when you make an application for assistance with financial hardship caused by illness or injury.

You must only give us personal information about any other person with their permission and only if you have told them about this privacy statement.

Some laws require or authorise our collection and disclosure of your personal information, including:

- Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)
- National Consumer Credit Protection Act 2009 (Cth)
- Income Tax Assessment Act 1936 (Cth) and Taxation Administration Act 1953 (Cth); and
- real property laws in each state if you give us a mortgage.

If LMI is applicable, the Mortgage Insurer's collection and disclosure of your personal information may be required or authorised under the Insurance Contracts Act 1984 (Cth).

We also collect your personal information (including, as permitted by law, information derived from a credit report) for the purposes of:

- considering any other application made by you for products or services or your suitability if you have offered to be a guarantor or security provider
- customer relations including management of our relationship with you and market or customer satisfaction research and product development
- facilitating and confirming payments and transactions for your account
- our internal operations including record keeping, risk management, auditing purposes, training, securitisation, credit scoring, file reviews, actuarial processes and portfolio analysis

- calculating our tax withholding obligations in relation to the products and services we provide to you
- information technology systems development and testing
- arrangements with other organisations to provide services in relation to our products and services (for example, we may arrange for mailing houses to distribute loan statements to customers)
- if you are a member or a customer of one of our related companies or alliance partners (including a third party that we have arrangements with), providing benefits to you or obtaining aggregate information for statistical or research purposes
- investigating, resolving and preventing complaints (including a third party we have arrangements with)
- conducting fraud assessments
- reporting and data analytics, including for regulatory, management, statistical or research purposes.

Use and disclosure of information – general

We may disclose your personal information (including, as permitted by law or industry requirements, information derived from a credit report) for the purposes above to:

- our related bodies corporate, the Mortgage Insurer, other insurers, service providers, agents (including debt collection agencies), contractors or external advisers to help us provide banking and related services to you (including lawyers and auditors)
- any person or body in connection with new or proposed mortgage loan securitisation arrangements
- if you are a borrower, any person who has, or is considering, guaranteeing or providing property as security for the repayment of credit provided to you
- payers, payment service providers and other financial institutions making payments to your accounts by confirming your account details to them (including your name)
- any person acting on your behalf, including your legal and financial advisers
- your broker (if applicable)
- government and other regulatory bodies, law enforcement bodies and courts as required by law or in accordance with prudent banking practice
- third parties providing fraud detection services (including credit reporting bodies)
- external complaint resolution bodies (for example, AFCA)
- any person or entity to whom we are considering selling part of our banking business
- rating agencies
- other financial institutions and credit providers.

We may also disclose your personal information (other than information derived from a credit report) to our alliance partners, your referees, including your employer (to confirm details about you) and payments system operators.

If we suspect you have acted fraudulently in connection with a credit application, we may disclose this to credit reporting bodies and other credit providers.

Our third party service providers may store or access your personal information (including credit information) overseas, including in India, Germany, Singapore, Canada, Philippines, Japan, New Zealand, Ireland, Poland, France, Netherlands, Romania, Belgium, Bulgaria, China, Malaysia, Spain, Sweden, Switzerland, United States, Albania, Costa Rica, Israel, Italy, Mexico, South Korea, United Kingdom and Vietnam, as well as the countries listed in our Privacy Policy, which may change from time to time. Personal information we are required to disclose to the Australian Taxation Office may be exchanged with tax authorities in other countries pursuant to intergovernmental agreements to exchange financial account information.

Credit Reporting

Where you are a borrower, guarantor or security provider or where you have applied or offered to be one, we may collect personal information about you from, and/or disclose it to, credit reporting bodies (CRBs), including by:

- disclosing any credit information we hold about you which may include your identification information;
- disclosing any instances where you have agreed a financial hardship arrangement with us;
- disclosing any failures to meet your payment obligations, or any fraud or other serious credit infringement you have committed; and
- obtaining a credit report about you for the purpose of assessing your application, your suitability as a guarantor or security provider or for collecting overdue payments.

The CRBs may include the information we disclose to them in credit reports provided to other credit providers to assist them in assessing your credit worthiness.

Credit checks and your credit score

If you apply to us for consumer credit (including to increase the limit on an existing credit account), we can collect credit reporting information about you from a CRB without your consent. If you are a guarantor in relation to an application for credit or you apply for commercial credit, we can only collect your credit reporting information with your consent. Commercial credit is any credit that isn't intended to be used wholly or predominantly for personal, family or household purposes or to acquire, maintain, renovate or improve residential property for investment purposes (or to refinance such credit).

The CRB will keep a record whenever we make an information request about you in relation to an application for credit and this may be used and disclosed for the purpose of the CRB or a credit provider assessing your credit worthiness, including calculation of a credit score.

The record that we have made an information request in relation to an application for credit can affect a credit score calculated by a CRB about you. The credit score might go up, down, or stay the same. It will depend on factors like the type of credit that has been applied for, how many other credit reporting information requests have been made by credit providers about you recently, and other information the CRB holds about you. Your credit score is likely to be negatively impacted if a lot of credit reporting information requests are made about you by credit providers in a short time.

The CRBs we use and where you can find their privacy policies are:

- Equifax - www.equifax.com.au or phone **138 332**;
- illion - www.illion.com.au or phone **13 23 33**;
- Experian - www.experian.com.au or phone **1300 783 684**.

You can ask a CRB not to use or disclose credit information it holds about you for a period of 21 days (called a "ban period") without your consent if you believe on reasonable grounds that you have been or are likely to be a victim of fraud, including identity fraud.

CRBs, at our request or the request of another credit provider, may use credit information they hold to "pre-screen" you for direct marketing. You can ask a CRB not to do this.

Marketing

Unless you tell us you do not want us to do so, we may use your personal information (other than information derived from a credit report) to get in touch with you and inform you about our products and services, or those of our related companies and alliance partners, that may be of interest. If you do not want us to do this, please call our contact centre on **1300 55 72 72**.

How the mortgage insurer handles your personal information

If we obtain or propose to obtain LMI for your loan from the Mortgage Insurer, we will give information about you to the Mortgage Insurer and the Mortgage Insurer might also share some of your personal information with us and CRBs and others. If this information is not given to the Mortgage Insurer it will not be possible for the Mortgage Insurer to process our request for LMI.

The Mortgage Insurer handles information about you in accordance with its privacy and credit reporting policy. In the case of Helia, this is set out at <https://helia.com.au/privacy-policy>.

Collection of Information

The Mortgage Insurer may use your personal information:

- to decide whether to insure us under an LMI policy
- to assess the risk of you defaulting on your obligations to us
- to assess the risk of a guarantor being unable to meet a liability arising under a guarantee
- to administer and vary the insurance cover including for securitisation and hardship applications
- to verify information that we collect about you
- to deal with claims and recovery of proceeds including, among other things, to enforce a loan in place of a lender if the Mortgage Insurer pays out an insurance claim on your loan
- for a mortgage insurance purpose relating to you, and
- for any other purpose under the LMI policy the Mortgage Insurer issues to us relating to your loan.

Use and Disclosure of Information

The Mortgage Insurer may disclose information about you to third parties, in relation to any LMI policy relating to your loan. Those third parties may include:

- valuers and other insurers, re-insurers, claim assessors and investigators
- brokers or referrers
- other financial institutions
- organisations that are involved in debt collecting or in purchasing debts
- organisations that are involved in fraud prevention
- government or regulatory bodies (including ASIC and the Australian Tax Office) as required or authorised by law
- rating agencies and organisations involved in securitising your loan, including underwriters, loan servicers, trust managers, trustees and security trustees
- guarantors and prospective guarantors of your loan
- payment system operators and other service providers, agents, contractors and advisers the Mortgage Insurer may use to conduct its business.

Further information about privacy and credit reporting

For more details about how we handle your personal information and credit reporting, refer to our Privacy Policy at <https://www.boq.com.au/important-information/privacy>. Our Privacy Policy contains information about:

- how you may exercise your right to access the personal information we hold about you (including your credit eligibility information)
- how you may seek correction of the personal information we hold about you
- (including your credit information or credit eligibility information), and
- how you can complain if you think we have breached the Privacy Act, the Australian Privacy Principles or the Credit Reporting Code and how we will deal with a complaint.

Privacy contact – BOQ

You can contact us on **1300 55 72 72** or by emailing us at privacy@boq.com.au.

Privacy contact – Mortgage Insurer

If LMI applies to your loan and you have a privacy-related question, you can contact the Mortgage Insurer using the following contact details:

Helia

Address: Privacy Officer, GPO Box 3952, Sydney NSW 2001

Phone: **02 8248 2597**

Email: privacyofficer@helia.com.au