



# Auswide Bank Consumer Data Right Policy

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## Why this policy?

At Auswide Bank we believe it's the small things that make us different and make a big difference for our customers and communities. We want to keep you informed about what's important to you and this includes how we handle your personal information. To support this we have developed this document to help you understand your rights under the Federal Government's Consumer Data Right (CDR) legislation as customers who have products and services via the following brands:

- Auswide Bank
- Elders\*

\*Elders Rural Services Australia Limited ABN 72 004 045 121 Australian Financial Services Licence 237757 (Elders) has entered an arrangement with Auswide Bank to distribute banking products issued by Auswide Bank Ltd ABN 40 087 652 060 Australian Financial Services Licence 239686 (Auswide Bank).

## What is the CDR?

The CDR was introduced by the Federal Government to provide customers 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). In the banking sector this is known as Open Banking.

The CDR helps you to easily access and control your data and decide with who and for how long you want to share it. This sharing of data is with accredited businesses (such as financial service providers, budgeting tools and comparison sites) to help you better understand and manage your finances.

This Consumer Data Right Policy covers Auswide Bank Ltd (ABN 40 087 652 060) in its capacity as a Data Holder under the CDR. As a CDR data holder, with your consent, we will only share your data with accredited data recipients when requested by them. An accredited data recipient has been accredited by the ACCC to receive consumer data to provide a product or service.

## Your Privacy and Security

The CDR is regulated by the Australian Competition and Consumer Commission (ACCC) and the Office of the Australian Information Commissioner (OAIC). The CDR ensures that we as a data holder and any accredited data recipients keep your data covered by the CDR safe and secure. For more general information relating to your personal information, please see our [Privacy Policy](#).

## What is classified as CDR data?

There are two main types of data classified under the CDR, consumer data about you and product data about us. Consumer data is certain information we hold about you including personal details, accounts and the transactions and balances on these accounts. Product data is information about our products that are offered to consumers including publicly available product information like fees, charges and interest rates.

We will only ever share your CDR data if you ask us to and it will only be shared under the conditions set out in the CDR regulation. Under the CDR legislation, the following information may be shared:

- Your name and contact details (and if you're a business, information about your business)
- Any information you provided relating to your eligibility to acquire a product
- Account balance and features of products you have with us
- Transaction details
- Direct debits and scheduled payments
- Saved payees (your Internet Banking payee list)
- Information about our products and services.

Beyond these details, the CDR legislation allows for the sharing of additional consumer or product data (known as voluntary data). We currently don't share any voluntary data and will update this Policy if that ever changes. For further information on CDR legislation and timelines please refer to [www.cdr.gov.au](http://www.cdr.gov.au).

## How can you share my CDR data?

You can instruct us to share your CDR data to an accredited data recipient. To find providers who are accredited under the CDR, please refer to [www.cdr.gov.au/find-a-provider](http://www.cdr.gov.au/find-a-provider).

To share your CDR data, you must first connect with the accredited data recipient's website or mobile application, where you will be asked to select the following details:

- Type of CDR data you nominate to share
- If the sharing will be a one-time occurrence or ongoing (maximum of 12-month period)

The accredited data recipient will then redirect you to our portal where you will be asked to authenticate your details using your Client ID and a One-Time Password sent to your registered mobile device. Once you have been authenticated, we will ask you to select the account(s) you wish to nominate for sharing. We will also obtain your consent to proceed with the data sharing arrangement.

### Important Information

- Only customers who are 18 years or older with an online account and have an individual or joint account can share their CDR data. Over time as the CDR laws expand, it is expected that eligibility to share will broaden, please refer to our latest CDR policy for the sets of data which we will make available under the CDR laws.
- As part of the setup of your data sharing consent, we will never request for you to enter your Password as part of the authentication process.
- We will check that the accredited data recipient requesting your CDR data has an active accreditation status in the CDR register, prior to sharing your CDR data.
- We will not charge a fee for responding to or actioning a request to share your CDR data.

## Sharing data from a joint account

A joint account is enabled for sharing unless one of the account holders chooses to disable sharing. When sharing is enabled, any account holder can share this account with

accredited data recipients without further approval. Any account holder can stop sharing of a joint account at any time.

## **Delegating secondary users to share data on your behalf**

For secondary users of your account/s, you can choose for them to be a data sharing delegate for individual and joint accounts. They must have authority to transact on your account, be over 18 and have an online account. Your secondary users 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 secondary user without the approval of other account holders. The secondary user can share data for the joint account without further approval from the other accounts holders. We will let all account holders know when this happens. Any account holders will be able to choose to stop sharing data from the joint account at any time.

## **How do you withdraw your data sharing consent?**

You can view or withdraw your consent at any time by logging in to your Internet Banking. Here you will be able to view all active, expired and withdrawn data sharing arrangements that you have set up.

Alternatively, to withdraw your request over the phone, please call us on 1300 138 831.

## **Accessing or Updating Your Data**

You have the right to access and correct your personal information – including your CDR data and other personal information – as set out in Auswide Bank's Privacy Policy. If any of your CDR data is incorrect, call us on 1300 138 831 to ask us to correct it.

Once you make a request, we will confirm that we have received your request by acknowledging it verbally or in writing. We will then aim to correct consumer data within 10 business days (free of charge), after which we will respond to your request in writing detailing whether we corrected your CDR data, or, if we found it to be correct, complete

and current, we will let you know and explain why, and provide options available to you to escalate the matter.

If we have shared your CDR data with an accredited data recipient with your consent, and later realise that the data we shared was incorrect, we will advise you of this in writing as soon as practicable, or at least within 5 business days. When the data has been corrected, it will be shared the next time it is requested. If you would like to receive your corrected CDR data, you can ask the accredited organisation to request it again in the manner described above.

## How do you request deletion or de-identification of your CDR data?

Under the CDR rules, the accredited data recipient is responsible for the deletion and/or de-identification of your CDR data. To confirm the accredited data recipient's process regarding the deletion and/or de-identification of your CDR data, please refer to their CDR Policy.

## When we notify you

We will notify you when you have set up or stopped data sharing.

Joint account holders can manage the notifications they receive about data sharing activity by logging in to their Internet Banking.

## How do you make a complaint?

If you experience a problem, are not satisfied with our products or services, or a decision we have made, please let us know so that we can help. The simplest way to resolve a complaint is by contacting us by using the contact details set out below (see 'Contact Us').

When you make a complaint, we ask that you provide us with certain details including

- Your full name,

- Your contact details, and
- A short description of your complaint.

We may also request further information to make sure we are able to promptly resolve your complaint. Most complaints are resolved quickly, and you should hear from us within five business days.

If you still feel your issue hasn't been resolved to your satisfaction, then you can escalate your concern with the Australian Financial Complaints Authority (AFCA) or with the Office of the Australian Information Commissioner. Their contact details are given below.

## Contact us

We care about what you think. Please contact us if you have any questions or comments about this Policy. We welcome your feedback.

You can contact us by:

- calling our customer care team on [1300 138 831](tel:1300138831)
- speaking to us in person at a [branch](#)
- sending us a secure message through our Internet Banking or
- submitting an [Online Form](#).

If you have contacted us by phone or in person and feel your issue still hasn't been resolved, the next step is to notify us and we will escalate your issue to our Internal Dispute Resolution Team.

## Contact details for escalating complaints

We are a member of the Australian Financial Complaints Authority (AFCA). You can contact AFCA or the Office of the Australian Information Commissioner as follows:

Australian Financial Complaints Authority (AFCA):

- Website: <https://afca.org.au> opens in new window
- Email: [info@afca.org.au](mailto:info@afca.org.au)
- Phone: [1800 931 678](tel:1800931678) (free call)



- In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001

Australian Information Commissioner (OAIC):

- Website: <https://www.oaic.gov.au/privacy> opens in new window  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- Phone: [1300 363 992](tel:1300363992)

## Changes to this Consumer Data Right Policy

This Policy may change from time to time, so please visit [www.auswidebank.com.au/help/support/open-banking/](http://www.auswidebank.com.au/help/support/open-banking/) regularly. This Policy is also available in paper form free of charge; however, you should also refer to the web link above to stay up to date with changes.