

AMP CREDIT UNION LTD

(ABN 35 008 337 684)

Privacy Statement

OUR COMMITMENT

In handling your personal information, AMP Credit Union is committed to complying with the Privacy Act 1988, the National Privacy Principles and the Credit Union Code of Practice.

A copy of our Privacy Policy is available on request.

COLLECTION & USE OF PERSONAL INFORMATION

We collect personal information about you and use that information to:

- provide you with membership benefits
- provide you with the financial services and products you require
- provide you with information about financial services and products from 3rd parties we have arrangements with
- conduct market or customer satisfaction research
- comply with legislative and regulatory requirements.

When you apply for a loan, we also collect information about you, in the form of a credit report, from Veda Advantage. We can only do this with your consent at the time you apply for the loan.

You can obtain a copy of your own credit report from Veda Advantage at any time:

- by post – Veda Advantage PO Box 964 North Sydney 2059
- by internet – www.mycreditfile.com.au.

Veda Advantage may charge a fee for this service. To find out more visit their website or phone Veda Advantage on 1300 762 207.

The law also requires us to collect and hold personal information about you for these purposes:

- as a member of the Credit Union - for our register of members
- when you open an account with us - to verify your identity and address
- when we give you a loan – for our assessment of your capacity to repay or, if you are giving us a guarantee, for that purpose.

PROVIDING YOUR PERSONAL INFORMATION TO OTHER ORGANISATIONS

In providing our financial services and products to you, it may be necessary for us to disclose your personal information to other organisations. We only disclose your personal information to the extent necessary and to the extent required by law. The types of organisations that we

can disclose your personal information to are:

- when applying for a loan:
 - credit reporting agencies and other financial institutions that have previously lent you money – but only with your consent at the time
 - brokers and agents who have referred your business to us
 - persons you name as referees, or your employer, in loan applications
 - your solicitors or conveyancing agents
 - property valuers and insurers - for property loans
 - lenders mortgage insurers
 - mortgage documentation service
 - companies involved in providing securitised mortgages, such as the trustee or manager of the securitisation program
 - your guarantor
- when enforcing a loan:
 - debt collection agencies
 - solicitors
 - process servers
 - Courts of law with jurisdiction over the enforcement of debts and securities
- when you make a complaint to us about our services or products – our external dispute resolution centre
- when we engage contractors for statement printing and mail out, card and cheque production, market research or direct marketing – these contractors are all subject to confidentiality agreements with us and cannot use your personal information except for our purposes

- when we have an arrangement with a 3rd party product supplier – those 3rd parties to provide information to you about their services and products eg. Visa, Travellex
- a credit reporting agency to allow it to create or maintain a credit information file containing information about dishonoured cheques – cheques drawn by you for \$100 or more which have been dishonoured more than once.

YOUR RIGHTS

You may access your personal information at any time by asking us. We may charge you a fee for this. We will tell you what the fee is at the time. If you ask us to correct any personal information we hold, we will do so, and without cost to you.

WHAT IF YOU DO NOT WISH TO PROVIDE US WITH INFORMATION?

If you do not give us the personal information we require, we may not be able to admit you to membership or provide you with the financial service or product you have applied for. If you do not provide us with your Tax File Number there may also be taxation implication for you.

HOW TO CONTACT US

You can contact us by:

- Phone – 1300 4 AMPCU
- Fax - (02) 9247 4594
- E-mail – info@ampcu.com.au