

# Consumer Data Right Policy

## 1. About the Consumer Data Right

The Consumer Data Right (CDR) was introduced by the Australian Government to give consumers more choice and control over how their data is shared. In the banking sector, the Consumer Data Right is called Open Banking.

Under the Competition and Consumer Act 2010 and the Competition and Consumer Rules 2020 (CDR laws), you're able to share some of the information we hold about you with accredited data recipients. We'll refer to the information you can share through the CDR as your Hume Bank CDR data.

## 2. About this policy

This policy describes your rights under the CDR laws.

If you want to know more about how we handle your personal information at Hume Bank, see our Privacy Policy at [humbank.com.au/about-hume/customer-resources/privacy-policy](https://humbank.com.au/about-hume/customer-resources/privacy-policy)

Sometimes we update our CDR policy. You can always find the most up-to-date version on our website, and you can always ask us to send you a copy of the latest version.

## 3. What data will be available under the CDR?

As a data holder under the CDR laws, we are required to make available specific sets of data for sharing with accredited data recipients. This specific CDR data is called your "required consumer data" under the CDR laws and it includes:

- Your name and contact details;
- Account data, such as your account number, account name, and opening and closing balances;
- Transaction data;
- Product specific data for a product you use, such as the product name, its price and features.

We'll only share data that we're required to share under the CDR laws and we won't share your Hume Bank CDR data with an accredited data recipient unless you consent to sharing it. At this time, we won't be sharing any "voluntary data".

## 4. How does data sharing work?

You can choose to share your Hume Bank CDR data with an accredited data recipient so they can provide you with a product or service (like a budgeting tool).

## How does this work?

- You will need to be registered with our internet banking service (“iBank”)
- You need to give your consent to the accredited data recipient to collect your Hume Bank CDR data (on their site or app), and then they’ll redirect you to the Hume iBank login page.
- Once you’ve logged in, you will be able to select the accounts you want to authorise for data sharing.
- You’ll be asked to authorise us to share your Hume Bank CDR data with the accredited data recipient for a period of time.
- You can withdraw your authorisation at any time by logging into iBank.

**Important:** You should not share your Hume Bank iBank log on and password with a third party. When you provide your Hume Bank log on details to a third party, they gain access to more than your Hume Bank CDR data. They could view or transact from your accounts. Sharing your Hume Bank log on details is a breach of our terms and conditions so you could be liable for unauthorised transactions.

## 5. How can you correct or amend your Hume Bank CDR data?

You have the right to have your Hume Bank CDR data corrected if it is inaccurate, out of date, incomplete, irrelevant or contains misleading information. You can do this free of charge.

Contact us if you think there is something wrong with your Hume Bank CDR data. We’ll come back to you within 10 days of receiving your request.

If we don’t correct your data, we’ll provide you with reasons for this. If you don’t feel we have adequately addressed your concerns, you can make a complaint using the process below.

You also have the right to access and correct personal information Hume Bank holds about you. Refer to our Privacy Policy for more information at [humbank.com.au/about-hume/customer-resources/privacy-policy](https://humbank.com.au/about-hume/customer-resources/privacy-policy)

## 6. How we deal with complaints

If you have a complaint about how we’ve handled your Hume Bank CDR data, you can contact us:

- By phone on 1300 004 863
- Online by clicking [here](#)
- By post addressed to our Internal Dispute Resolution Officer, PO Box 343, Albury NSW 2640
- By visiting your local branch

We will acknowledge your complaint within two business days. We aim to resolve your complaint as quickly as possible and will ensure we stay in contact during all stages of the complaint. We may do this by contacting you by phone or providing a written update.

If we have not been able to resolve your complaint within 21 days, we will write to you and advise of the reason for delay.

If an issue has not been resolved to your satisfaction, you can contact the Office of the Australian Information Commissioner (OAIC), being the primary complaints handler for the CDR system. Alternatively, you can also contact our external dispute resolution scheme, the

Australian Financial Complaints Authority, or AFCA. OAIC's and AFCA's services are free to access, and their contact details are:

**OAIC**

Post: GPO Box 5218 Sydney NSW 2001

Telephone: 1300 363 992

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

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

**AFCA**

Post: GPO Box 3, Melbourne VIC 3001

Telephone: 1800 931 678 (free call)

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

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