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Privacy Policy

Bank of Queensland

Version 4.1

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1.0		Margaret Gerard	Updated the Exchange of Information with Overseas Parties section, reviewed content, changed document to current BOQ policy template.
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1 Introduction

1.1 About this Policy

Bank of Queensland (BOQ) is committed to respecting the privacy of personal information it has collected.

BOQ is bound by the *Privacy Act 1988 (Cth)* (**Privacy Act**) including Division 3 of Part IIIA and the Australian Privacy Principles contained in the Act as well as the Privacy (Credit Reporting) Code 2014 (CR code) and is committed to protecting personal information (including credit information and credit eligibility information) BOQ may hold at any time in respect of any individual, in accordance with those requirements.

Those principles do not apply to certain records and practices relating to the employment relationship between BOQ and its employees. In addition, certain disclosures of personal information between related bodies corporate do not have the same protection as disclosures to other persons.

BOQ may, in connection with particular services BOQ offers or provides, make other privacy disclosures to individuals or seek authority to use individuals' personal information in ways which are different from, or more specific than those stated in this Privacy Policy. In the event of any inconsistency between the provisions of this Privacy Policy and those other disclosures, the other disclosures will apply.

1.1.1 Scope

This Policy applies to all BOQ employees and contractors. For the purpose of this policy, employee is to include, but not be limited to, permanent, temporary, owner managers and employees employed by owner managers, and employees of wholly owned subsidiaries of BOQ Group.

In this Policy, BOQ includes the Bank of Queensland Limited ABN 32 009 656 740, BOQ Finance (Aust) Limited ABN 56 065 745 735; BOQ Credit Pty Limited ABN 92 080 151 266; BOQ Funding Pty Limited ABN 35 079 936 495; and BOQ Equipment Finance Limited ABN 78 008 492 582.

1.1.1.1 Our internet websites

This Privacy Policy applies to the BOQ website operated at the following domain name: www.boq.com.au and any other website/s operated by BOQ, or on behalf of BOQ, which BOQ authorises to provide a link to this Privacy Policy.

When an individual uses a link from the BOQ website or from any other website to which this Privacy Policy applies, to the websites of third parties, the third-party websites are not subject to BOQ privacy standards. Those third parties are responsible publishing their own privacy policies.

1.1.2 Purpose

This Policy identifies the principles which will govern BOQ's management personal information to ensure that privacy regulations and expectations are met.

This Policy explains how we collect, store, use and disclose personal information (including credit information and credit eligibility information) and what steps we take to comply with privacy laws.

2 Information Definitions

2.1 Personal information

Personal information is information, or an opinion, about a reasonably identifiable individual. The types of personal information that BOQ collects include the following information which is relevant to the relationship between BOQ and an individual, or to the product or service which is the subject of an individual's enquiry or application:

- name;
- address;
- contact details;
- date of birth;
- financial details such as income, savings and expenses and information from other financial institutions;
- employment details; and
- the reason the individual might be applying for a financial product we supply.

BOQ may also collect information regarding an individual's internet activity (including location) during use of the BOQ website or online services.

2.2 Sensitive information

Sensitive information is a subcategory of personal information which includes, for example, information about your health. BOQ may be required to collect sensitive information about an individual's health in certain circumstances, for example if an application is made for assistance with financial hardship caused by illness or injury. BOQ realises that this is often sensitive information and treats it with the highest degree of security and confidentiality.

2.3 Credit eligibility information

Credit eligibility information is personal information that has been obtained from a credit reporting body (CRB) (e.g. a consumer credit report), or personal information that has been derived from that information, which relates to an individual's consumer credit worthiness.

The kind of information possibly derived from a consumer credit report includes:

- information which assists BOQ to assess an individual's suitability for credit;
- information about an individual's credit history with other credit providers; and
- the likelihood of an individual's being able to meet their commitments to us.

2.4 Credit information

Credit information is particular types of personal information including the following:

- information about an individual, e.g. their name and address, that we may use to identify that individual;
- information about an individual's current or terminated consumer credit accounts and, from 12 March 2014, an individual's repayment history;
- the type and amount of credit applied for in any previous consumer or commercial credit applications to any credit provider, where that credit provider has requested information;
- information about an individual from a CRB;

- information about consumer credit payments overdue for at least 60 days and for which collection action has started;
- advice that payments that were previously notified to a CRB as overdue are no longer overdue;
- information about new credit arrangements an individual may have made with a credit provider, in relation to consumer credit currently or previously held, to deal with any defaults or serious credit infringements by that individual;
- information about court judgments which relate to credit that an individual has obtained or applied for;
- information about an individual on the National Personal Insolvency Index;
- publicly available information about an individual's credit worthiness; and
- an opinion of a credit provider that an individual has committed a serious credit infringement of credit provided by that credit provider.

BOQ will hold all of this information about an applicant for credit, a guarantor, or related person (e.g. a director of a company which has applied for credit).

3 Personal information handling

3.1 Why does BOQ collect personal information?

BOQ collects, holds and uses only that personal information (including credit information and credit eligibility information) about an individual which is necessary to:

- establish and administer the products that individual holds with us,
- provide services to that individual; or
- to comply with the law.

BOQ will disclose the main reasons for collecting personal information at the time of collection, however, the purposes for which personal information is generally collected and used include when:

- considering any application made to BOQ;
- providing services to an individual,
- performing administrative functions,
- conducting customer satisfaction research in order to improve products or develop new products; and
- providing information about other BOQ products and services and products and services distributed on behalf of other organisations.

BOQ may also collect an individual's personal information in order to comply with legislative and regulatory requirements, e.g. under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) and / or the National Consumer Credit Protection Act 2009 (Cth).

3.2 How do we collect personal information?

Personal information is ordinarily collected directly from an individual, or from third parties authorised by the individual (e.g. from a person appointed to act on your behalf). For example, BOQ collects personal information from forms an individual completes when applying for products and services, or through ongoing interactions e.g. by telephone, mail and electronic communications, branch visits, or when an individual makes a transaction.

BOQ may also be required to collect personal information (including credit information and credit eligibility information) about you from a third party. These parties may include other credit providers or financial institutions, an individual's representatives such as financial advisers or accountants, an

individual's insurers, publicly available sources (e.g. telephone directories), brokers, referrers or other intermediaries, government agencies (e.g. Centrelink) and CRBs.

BOQ may be required to collect sensitive health information about an individual from a third party, for example a doctor or a hospital.

In addition to the above, BOQ may use technology called "cookies" to collect statistical information on our website use. BOQ may monitor and, in some cases, record telephone conversations for staff training and record-keeping purposes. Further, in communicating with an individual by email, technology may be used to identify the individual in order to know when the email, or a link in it, has been accessed.

If personal information about an individual is collected by third parties on any website the individual has accessed through BOQ websites, BOQ may also collect or have access to that information as part of BOQ's arrangement with those third parties.

BOQ may, as part of providing banking services to an individual, also collect basic personal information about third parties (e.g. an employer or a health provider) if provided by the individual.

Finally, from time to time BOQ may receive information that we have not asked for about an individual from third parties. BOQ will only keep, use, and disclose this information as permitted by law.

3.3 How do we store personal information?

BOQ stores personal information **(including credit information and credit eligibility information)** in a number of ways including:

- in electronic systems and devices;
- in telephone recordings;
- in paper files; and
- document retention services off-site.

This may include storage by third party service providers.

3.4 How do we protect personal information?

BOQ takes all reasonable steps to protect an individual's personal information (including credit information and credit eligibility information) from misuse, loss and unauthorised access, modification or disclosure. These steps include:

- using appropriate information technology and processes;
- restricting access to personal information to BOQ employees and those who perform services for BOQ who require the personal information to do what BOQ has engaged them to do;
- protecting paper documents from unauthorised access or use through security systems BOQ deploys over our physical premises;
- using computer and network security systems with appropriate firewalls, encryption technology and passwords for the protection of electronic files;
- securely destroying or "de-identifying" personal information if it is no longer required, subject to our legal obligations to keep some information for certain prescribed periods; and
- requesting certain personal information from an individual wishing to discuss any issues relating to the products and services BOQ provides to the individual.

While BOQ takes reasonable measures, no data transmission over the Internet can be guaranteed as fully secure and accordingly, BOQ cannot guarantee or warrant the security of any information an individual sends to us using BOQ online forms or products. An individual submits information over the Internet at their own risk.

3.5 Why do we exchange personal information with third parties?

BOQ may disclose personal information (including credit information and credit eligibility information) about you to certain organisations in order to establish and administer an individual's accounts.

The types of organisations to which BOQ may disclose this information include:

- other credit providers (particularly when an individual is seeking finance from them);
- regulatory bodies and government agencies;
- courts and external dispute resolution schemes;
- an individual's agents, brokers, referrers and other intermediaries;
- credit and debt agencies;
- payments systems participants;
- agents, contractors and professional advisers who assist BOQ in providing banking services;
- an individual's referees and guarantors,
- an individual's insurers;
- BOQ's insurers;
- third parties for securitisation purposes; and
- organisations that carry out functions on behalf of BOQ including mailing houses, data processors, researchers, debt collectors, system developers or testers, accountants, auditors, valuers and lawyers.

BOQ may also disclose an individual's personal information to third parties upon request from the individual, or where the individual has consented to BOQ doing so or in order to fulfil legal obligations.

The information BOQ provides to other organisations will be limited to what is required to provide the service or comply with the law.

3.6 Exchange of information within the group

Information (including credit information and credit eligibility information) may also be exchanged between members of the Bank of Queensland group including each of the companies listed in this Policy at Section 1.1.1 Scope, and also Virgin Money (Australia) Pty Limited, Virgin Money Financial Services Pty Ltd, Virgin Money Home Loans Pty Ltd, St Andrew's Australia Services Pty Ltd, St Andrew's Insurance (Australia) Pty Ltd, St Andrew's Life Insurance Pty Ltd and BQL Management Pty Ltd.

3.7 Exchange of information with overseas parties

Some of the parties with which BOQ exchanges an individual's personal information, including BOQ service providers and other third parties listed above, may be located outside Australia in countries including New Zealand, Philippines, India, Singapore, the United States of America, United Kingdom, Spain, and Israel.

BOQ may also send an individual's personal information overseas in order to process transactions an individual has instructed us to make, such as international money transfers. The countries to which we disclose an individual's information will depend on the transaction details.

3.8 Exchange of information with Credit Reporting Bodies (CRBs)

If an individual applies for credit or offer to act as a guarantor, BOQ may exchange certain credit-related personal information with CRBs.

The types of information BOQ may disclose to CRBs may include:

- that BOQ provides credit to an individual;
- the type of credit an individual holds;
- the amount of credit provided to an individual;
- when an individual's credit account is opened and closed;
- how an individual repays the credit;
- that an individual has made payments on time or corrected a default;
- the fact that an individual has failed to meet their repayment obligations or that an individual has committed a serious credit infringement.

CRBs may include that information in reports provided to credit providers like BOQ to assist them to assess an individual's creditworthiness.

Under the Privacy Act, CRBs are also permitted to assist credit providers like BOQ who wish to direct market to an individual by ensuring that individual meets certain specified criteria (called "pre-screening"). Individuals have the right to request that CRBs not use their credit-related information for this purpose, by contacting CRBs using the details below.

An individual also has the right to request that a CRB not use or disclose their credit-related information if the individual believes themselves to have been a victim of fraud (including identity fraud), by contacting CRBs using the details below.

The CRB BOQ exchanges information with is:

Veda Information Services & Solutions Ltd

PO Box 964

North Sydney, NSW, 2059

Phone: 1300 850 211

Website: www.mycreditfile.com.au

Veda's Privacy Policy is located at www.veda.com.au/privacy

An individual may obtain a copy of Veda's privacy policy at the above website or by contacting Veda using the details provided.

3.9 Marketing

BOQ may also use an individual's personal information inform the individual about other BOQ products and services, and products and services from BOQ partners and other companies, that may be of interest to the individual. If an individual does not want to receive advertising materials, they may contact us on 1300 55 72 72.

3.10 Accessing and correcting personal information

BOQ takes reasonable steps to ensure that an individual's personal information is accurate, complete and up-to-date.

An individual may request access to their personal information (including credit information and credit eligibility information) held by BOQ at any time by:

- contacting the BOQ Privacy Officer by telephone on 1300 55 72 72
- via email at privacy@boq.com.au; or
- post at
BOQ Privacy Officer
Bank of Queensland,
GPO Box 898,
Brisbane, QLD 4001.

In certain circumstances, BOQ may be unable to give you access to all of your personal information in our possession. Some of these circumstances include where:

- giving access to an individual would compromise another individual's privacy;
- giving access to an individual would disclose commercially-sensitive information belonging to BOQ or to any of our agents or contractors;
- BOQ is prevented by law from giving access; or
- the personal information an individual requests relates to existing or anticipated legal proceedings.

If BOQ is unable to give an individual access, BOQ will consider whether the use of an intermediary is appropriate and would allow sufficient access to meet the needs of both parties.

Where BOQ does grant access to an individual's personal information, BOQ may charge a fee for accessing the information.

Under the Privacy Act, an individual also has a right to request that BOQ correct information (including credit information and credit eligibility information) that the individual believes to be inaccurate, out of date, incomplete, irrelevant or misleading.

If at any time an individual believes that their personal information is inaccurate, out of date, incomplete, irrelevant or misleading, please advise us by contacting the BOQ Privacy Officer by:

- telephone on 1300 55 72 72
- email at privacy@boq.com.au; or by
- post at
BOQ Privacy Officer
Bank of Queensland
GPO Box 898
Brisbane, QLD 4001

BOQ will take all reasonable steps to correct the information. Should BOQ not correct the information, the individual can also require BOQ to include with the information held, a statement from the individual claiming that the information is not correct.

If there is a denial of access to an individual's personal information or a dispute as to the correctness of any personal information held, BOQ will provide the individual with reasons for the denial or its refusal to correct the personal information. If the individual disagrees with our decision for the denial or refusal to correct the personal information, the individual may request that BOQ reviews the decision via the BOQ complaints handling procedures which are outlined in Section 4, Lodging Complaints.

3.11 Dealing with us anonymously or using an alias

BOQ will generally need to know who an individual is in order to provide BOQ products and services.

Despite this, in some circumstances an individual is entitled to deal with BOQ anonymously, or by using a pseudonym (alias), for example when making general enquiries about the services BOQ offers.

In some circumstances, an individual may receive a better service or response if BOQ knows the individual's identity. For example, BOQ can keep you up-to-date and better understand a complaint you might have if we know who you are and the circumstances of your complaint.

BOQ must be informed by the individual that they are using a pseudonym when applying for services. If BOQ requires identification, the individual will be told.

4 Lodging Complaints

At all times BOQ aims to be fair and reasonable in its dealings with individuals. BOQ treats expressions of dissatisfaction seriously and investigates and responds in a professional and timely manner.

Complaints are handled in accordance with BOQ policy and procedures that have been established in accordance with ASIC Regulatory Guide 165 and AS ISO 10002-2006.

Complaints can be made:

- in person;
- by phone;
- in writing;
- via email;
- via BOQ's website.

4.1 The Internal Dispute Resolution (IDR) process

Complaints will firstly be reviewed via BOQ's internal dispute resolution (IDR) process. If unable to provide a satisfactory response to the complainant, BOQ is obliged to advise customers of their right to escalate the complaint to an EDR scheme. The management of complaints escalated to an EDR scheme is then handled by the Customer Relations team.

4.2 The External Dispute Resolution (EDR) process

Complainants are able to refer their complaint to an EDR scheme for independent review. EDR schemes will only review a complaint if the EDR, in their absolute discretion, determines that the complaint falls within their Terms of Reference. It is also expected that BOQ will have the opportunity to consider all complaints within their IDR team. Complainants may use either of the following:

- the Financial Ombudsman Service Ltd (FOS) at www.fos.org.au for complaints regarding products or services provided by any part of BOQ Group subject to this policy, and other than BOQ Finance; or
- the Credit & Investments Ombudsman (CIO) at www.cio.org.au for complaints regarding products or services provided by BOQ Finance.

EDR schemes offer complainants a free independent review of their complaint.

The responsibility for referring customers to the relevant EDR scheme is handled solely by the Customer Relations team, and should only occur when all endeavours to resolve the complaint within our IDR have been exhausted, and the customer remains dissatisfied with the proposed resolution.

4.3 Escalation of privacy complaints

Privacy complaints that have not been internally resolved to the complainant's satisfaction may be referred to the Office of the Australian Information Commissioner (OAIC) at:

GPO Box 5218

Sydney NSW 2001

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Website: www.oaic.gov.au,

or to either the Financial Ombudsman Service Ltd (FOS) or the Credit & Investments Ombudsman (CIO).

5 Consequences of Breaching This Policy

Failure to comply with the requirements in this policy exposes the BOQ to civil and criminal penalties.

Breaches of this policy will be taken seriously by BOQ. A breach of this policy may result in disciplinary action and could include dismissal if the breach is serious.

For full information about BOQ's disciplinary process, refer to the [BOQ Code of Conduct](#) and the Performance Management Policy.

6 Roles and Responsibilities

6.1 All Staff

All employees and contractors are accountable for compliance with this Policy and any related policies, standards and guidelines. They must respect the confidentiality of the records and privacy of personal information, and protect such information from unauthorised access and release.

6.2 Operational Risk Committee (ORC)

The ORC is responsible for approving this Policy.

6.3 Head of Business Support

The Head of Business Support is the document owner and is responsible for ensuring that this Policy remains current.

6.4 Legal and Compliance Departments

The Legal and Compliance Departments are responsible for ensuring that legislation or regulation requirements that may govern the privacy of personal information is correctly reflected in this Policy.

7 Governance

This Policy will be reviewed and approved by the Head of Business Support or delegate at least every 12 months or upon changes to the relevant legislation or regulations to ensure that this Policy remains adequate to continue to successfully identify, evaluate, and manage privacy issues.

7.1 Changes to this Privacy Policy

This statement sets out the current BOQ Privacy Policy. It replaces all previous BOQ Privacy Policies which have been issued before the date of this Privacy Policy.

This Privacy Policy may change from time to time. Changes will be notified by posting an updated version on the BOQ website at www.boq.com.au.

A copy of the current BOQ Privacy Policy may be obtained by:

- visiting a BOQ branch
- via the BOQ website at www.boq.com.au; or by
- telephoning BOQ on 1300 55 72 72.

8 Associated Resources

8.1 Legislation/Regulation

- Privacy Act 1988 (Cth) (Privacy Act) including Division 3 of Part IIIA and the Australian Privacy Principles contained in the Act as well as the Privacy (Credit Reporting) Code 2014 (CR code).
- Code of Banking Practice

8.2 Related Policies

- [BOQ Customer Complaints Policy](#)
- [BOQ Code of Conduct](#)
- [Performance Management Policy](#)
- [IT Security Policy](#)
- [National Consumer Credit Protection Act \(NCCP\) Policy](#)
- [Records Management Policy](#)

8.3 Related Standards

- [Retention Period for Records](#)
- [Information Security Standard – Information Classification](#)

8.4 Supporting Procedures

- [How to action a verbal customer complaint received by the CCC, a BOQ branch or Support Centre department](#)
- [How to action a written customer complaint received by the CCC, a BOQ branch or Support Centre department](#)
- [How to send documents to Iron Mountain](#)

8.5 Related Forms and Templates

None.

