

A woman with curly hair is sitting at a desk, looking at a laptop screen. She is holding a credit card in her hand. The background is slightly blurred, showing a desk with glasses and a plant.

Suncorp Bank Consumer Data Right Policy

Helping you understand and manage
your Consumer Data Rights

9th April 2024

SUNCORP 

Suncorp-Metway Limited
ABN 66 010 831 722

What's included

At Suncorp Bank, we're all about our customers. We want to keep you informed about the ways we handle your personal information, so, we developed this document to help you understand your rights under the Federal Government's Consumer Data Right (CDR) legislation.



Contents

3 What is the CDR?

What is the Consumer Data Right?

Is the CDR safe?

4 What does CDR mean for you?

What is classified as CDR Data?

What CDR Data do we share?

5 How can you access or update your data?

How do you access your CDR Data?

How can you correct your CDR Data?

6 Making a complaint

How do you make a complaint?

What is the CDR?

What is the Consumer Data Right?

Sounds complicated, right? But it's really quite simple. The Consumer Data Right (or CDR for short) is legislation set up by the Australian Government to give you the right to share data between service providers of your choosing.

The CDR exists to encourage businesses (like us) to provide better prices and more innovative product services to customers (like you).

The legislation helps you to easily access and control your data, and decide when, with who, and for how long you want to share it. You can choose to share your data with accredited businesses (such as financial services providers, budgeting tools and comparison sites) to help you better understand and manage your finances.

Is the CDR safe?

The CDR is regulated by the Australian Competition and Consumer Commission (ACCC) and the Office of the Australian Information Commissioner (OAIC). The various CDR regulations ensure that data holders (that's us) and data recipients (other accredited data recipients) keep your CDR data safe and secure.

At Suncorp Bank, we want you to rest assured that we'll never share your CDR data without your consent.

If you conduct some of your finances with another financial provider, provided they are a CDR participating bank, they too will be required to ask your permission before sharing any personal or financial data.

Suncorp-Metway Ltd ABN 66 010 831 722 ("Suncorp Bank") is a data holder for the purposes of CDR. As a CDR data holder, we'll only share your data with accredited data recipients when requested by them, and as authorised by you. We won't share your personal and financial information unless you've authorised us to do so.

The supporting platform in the Suncorp Bank App to share CDR data is provided and maintained by Suncorp Bank's third party service provider, Ernst & Young (EY). EY does not have direct access to your data.

For further information regarding your personal information, please refer to [Suncorp Group Privacy Policy](#).

What does CDR mean for you?

What is classified as CDR Data?

There are two main types of data classified under the CDR. There's consumer data about you, and product data about us.



Consumer Data is certain information we hold about you, such as your personal details, accounts and the transactions and balances on those accounts. In this Policy, we call this “Your CDR Data”.



Product Data is information about our own products that are offered to consumers. This includes publicly available product information, like fees, charges, and interest rates.

What CDR Data do we share?

We will only ever share your CDR Data if you ask us to. Any data we share will be done so under the conditions set out in the CDR regulation.

Under the CDR legislation, we may share the following information:

- Your name, address and contact details
- Account Information (including balance)
- Information about your transactions
- Data about our Suncorp Bank products

Beyond these details, the CDR legislation allows for the sharing of additional Consumer Data or Product Data (this is called ‘voluntary’ data). We currently don't share any voluntary data and will update this Policy if that ever changes.



How can you access or update your data?

You'll find a summary of your data sharing arrangements in the Suncorp Bank App.

How do you access your CDR Data?

At Suncorp Bank, we believe you should be in control of your own data. You have the right to access and correct your personal information—including your CDR Data and other personal information—as set out in our [Privacy Policy](#).

To access the details of your data sharing arrangements, head to the Suncorp Bank App or give us a call on 13 11 55. We're always happy to chat things through.

How can you correct your CDR Data?

If you or another authorised account user has authorised us to share your CDR data, it's important that your information is current and correct. If you notice something is incorrect, simply give us a call on 13 11 55 and let us know how we can help.

If you want us to re-share your corrected data, simply contact the data recipient again and ask them to re-request the information from us.



Making a complaint

How do you make a CDR 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:



13 11 55



Online form available on our website



In person: Visit your nearest Branch. Locations can be found on our website <https://www.suncorp.com.au/locate-us.html>

To help you with your complaint, you'll need to provide us with:

- Your name
- Your contact details
- Information about your transactions
- Details of your complaint (such as your financial details)
- Information about what the complaint is about
- Any other information that could help our investigation.

Whilst we're usually able to resolve complaints on the spot or within 5 business days, we'll let you know if we need more time.

There are a range of resolution options that we might take in response to your CDR complaint. These may include, but are not limited to:

- explanation of the circumstances that led to your complaint;
- an apology from Suncorp Bank;
- further assistance or support;
- an undertaking by Suncorp Bank to improve our systems, procedures, products or services; or
- other remedies as appropriate.


Review by our Customer Relations Team

If we aren't able to resolve your complaint or you'd prefer not to contact the people who provided your initial service, our Customer Relations team can assist.

Customer Relations

 **Email: customer.relations@suncorp.com.au**

 **Phone: 1800 689 762 (Free call)**

 **Post:**
Reply Paid 1453
Suncorp Bank CEO Office 4RE058
GPO Box 1453
Brisbane QLD 4001

We will keep you informed of the progress and provide you with an outcome within 30 calendar days from when we first received your complaint.

Seek review by an external service

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied you can refer your complaint to the Office of the Australian Information Commissioner or request a review by the Australian Financial Complaints Authority as follows:

Office of the Australian Information Commissioner (OAIC)

CDR policy complaints must be made in writing.

1300 363 992

Director of Compliance
Office of the Australian
Information Commissioner
GPO Box 5218
Sydney NSW 2001
www.oaic.gov.au

The Australian Financial Complaints Authority (AFCA)

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

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

Any determination made by AFCA is binding upon us, provided you also accept the decision. You do not have to accept AFCA's determination, in which case you have the option of seeking remedies elsewhere.



At Suncorp Bank, we respect your right to know how we manage your data. We'll be happy to provide you with a copy of our CDR policy at any time, either electronically or in hard copy.