



The Mutual Bank

Consumer Data Right (CDR) Policy

10 December 2020

What is 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.

Under the *Competition and Consumer Act 2010* and the *Competition and Consumer (Consumer Data Right) Rules 2020* (**CDR Laws**), consumers can ask for their data to be securely transferred to an accredited provider so they can investigate, compare and access services more easily. In the banking sector, this is called “open banking”.

The [Australian Competition and Consumer Commission](#), or ACCC, is the lead CDR regulator. You can find out more about the CDR system on the ACCC’s website.

About us

Maitland Mutual Limited (ABN 94 087 651 983) trading as The Mutual Bank (**we, us, our**) is a **CDR participant**. CDR participants include data holders and accredited data recipients.

A **data holder** is a business that holds consumer data and must transfer the data to an accredited data recipient at the consumer’s request.

Under the CDR system, consumers consent to a transfer of their data from a data holder to an **accredited data recipient**. An accredited data recipient has been accredited by the ACCC to receive consumer data to provide a product or service.

Examples of accredited data recipients include banks, other financial institutions, and financial technology companies.

The Mutual Bank is currently a data holder. This means we will share a consumer’s data with an accredited data recipient, but only when you authorise us to do so.

About this policy

Under the CDR Laws, all CDR participants must have a CDR policy that is a separate document to its privacy policy. The Mutual Bank has put together this CDR Policy to provide you with information about:

- How we manage your CDR data;
- How you can access and correct your CDR data;
- How to request general product data; and
- How you can make an inquiry or make a complaint, if needed.

All references in this policy to data relate to data in the context of the CDR, which is called **CDR data**, and includes information about you such as your name and contact details, as well as detailed information about your use of a specific product or service. This is further explained below. Our Privacy Policy (located on The Mutual Bank's website [here](#)) continues to govern how your personal information is managed.

The Mutual Bank will review this CDR Policy annually, and we may make changes to it from time to time (without notice to you) that are necessary for our business requirements or the law. Our current CDR Policy is available on our website and at any The Mutual Bank branch location, or you can request us to provide this policy to you electronically or in hard copy by contacting us by email info@themutual.com.au or telephone Member Services on 1300 688 825.

Access to your CDR data (when available)

You can authorise The Mutual Bank to share specific CDR data that we hold about you with an accredited data recipient. This specific CDR data is called your "required consumer data" under the CDR Laws, and it includes:

- Customer data, such as name and contact details;
- Account data, such as account number, account name, opening and closing balances;
- Transaction data, such as date of transaction, description of transaction, and the categorisation of the transaction; and
- Product specific data for a product you use, such as product name, price, and product features.

For example, if you apply for a home loan with another bank and they request to see the transactions on your savings account with The Mutual Bank as part of their credit assessment, you can authorise us to share your CDR data relating to that savings account with them if they are accredited to receive data under the CDR system.

If you authorise The Mutual Bank to share your CDR data, we can disclose it in a machine-readable form to the accredited data recipient of your choice. To make a request, please contact us by using The Mutual Bank banking app, Internet Banking or by using the details listed under "Contact us" below.

You can withdraw your authorisation at any time. We will confirm your request to withdraw authorisation as soon as practicable upon receipt of such a request.

You can manage your CDR data requests by contacting us by using a CDR data consumer dashboard as located on The Mutual Bank's banking app, Internet Banking or by using the details listed under "Contact us" below.

The Mutual Bank can only share your CDR data with accredited data recipients (unless required by law), and if you are eligible to make a sharing request under the CDR Laws.

Access to general product data

Upon request, The Mutual Bank will share “required product data” with you or an accredited data recipient. Under the CDR Laws, this is public information about the products and services that we offer, such as home loans, car and personal loans, credit cards, business loans, transaction accounts and term deposits. This generally includes information about the eligibility criteria, terms and conditions, price, availability and constraints of a product. Because this information is generic in nature, it does not specifically relate to you or identify you.

To request The Mutual Bank to share “required product data”, please contact us by using the details listed under “Contact us” below. We can then disclose the information to the person who made the request in machine-readable form.

Voluntary data

The Mutual Bank will only share data that we are required to share under the CDR Laws. This means we will not share any “voluntary data”.

In the future, The Mutual Bank may accept requests for some types of voluntary data. We may charge a small fee to cover our costs if we provide access to voluntary data, but will notify you of the fee first.

Correcting your CDR data

If you believe your CDR data is incorrect, incomplete or out of date, you can request that The Mutual Bank updates the information by using the details listed under “Contact us” below.

The Mutual Bank will confirm that we have received your request by acknowledging as soon as possible. We will then aim to let you know in writing within 10 business days 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 The Mutual Bank has shared your CDR data with an accredited data recipient with your authorisation, and later discovered that the CDR data we shared was not correct, we will notify you of this in writing within 5 business days. The corrected CDR data will be shared the next time it is requested. If you would like to receive your corrected CDR data, you can ask the accredited data recipient to request it again in the manner described above.

If you would like The Mutual Bank to update your personal information which is governed by our Privacy Policy which is located on The Mutual Bank’s website [here](#), you can contact any branch, Member Services or our Privacy Officer, whose details can be found in the Privacy Policy.

Questions and complaints

If you have any questions, concerns or complaints about this CDR Policy, or our handling of your CDR data, please contact us by using the details listed under "Contact us" below.

You can make a complaint over the phone, in writing or in person, by using the details listed under "Contact us" below. Once a complaint has been lodged, we will respond to you as soon as possible. We will aim to deal with your complaint at the source of your complaint. If you are not satisfied with the response you receive, please let us know and we will investigate further and respond to you.

If an issue has not been resolved to your satisfaction, you can contact the Office of the Australian Information Commissioner, or OAIC, being the primary complaints handler for the CDR system. You can also contact our external dispute resolution scheme, the Australian Financial Complaints Authority, or AFCA. OAIC's and AFCA's service is 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

Email: enquiries@oaic.gov.au

AFCA

Post: GPO Box 3, Melbourne VIC 3001

Telephone: 1800 931 678 (free call)

Website: www.afca.org.au

Email: info@afca.org.au

What to include in your complaint

When making your complaint to The Mutual Bank, please:

- Identify yourself;
- Include your contact details such as address, email, phone number;
- The date if you are lodging a complaint in writing;
- Give any identification or reference number(s), such as your member number;
- Give a brief description of the matter and why you think we have mishandled your CDR data, such as what happened, when it happened and any consequences; and
- Let us know what you would like us to do to resolve the matter.

Please provide as much information as possible to help us manage your complaint.

Contact us

The Mutual Bank

Monday to Friday (excluding public holidays): 8:45am – 5:15pm

Saturday (excluding public holidays): 9:00am – 12:00pm

Telephone

1300 688 825, International callers +61 2 4933 8044

Fax

02 4933 8996

Online

<https://www.themutual.com.au/top-menu/contact-us/>

Email

info@themutual.com.au

Postal address

PO Box 2487, Greenhills NSW 2323

Head Office

6 Mitchell Drive, East Maitland NSW 2323

You can also visit any of our branches, please see our branch locations at

<https://www.themutual.com.au/top-menu/contact-us/>.