

# Consumer Data Right (CDR) Policy

Effective date: 25 June 2024

Review date: 25 June 2025

## 1 Purpose

The purpose of this Policy is to provide guidance relating to data requests, access to and correction of Consumer Data Right (CDR) data, and handling of complaints as it relates under the *Competition and Consumer Act 2010*, the *Competition and Consumer (Consumer Data Right) Rules 2020* and the *Competition and Consumer Regulations 2010*.

This Policy outlines:

- How The Mutual Bank manages CDR data;
- How Members can access and correct their CDR data;
- How to request general product data; and

How Members can make an inquiry or complaint

## 2 Scope

This Policy applies to all Members, Team Members and the Board of Directors.

## 3 Policy statement

The Mutual Bank is committed to:

- Ensuring it meets all requirements expected of it under the CDR;
- Communicating appropriately to all Member requests for data; and
- Handling all complaints in an appropriate manner, including clarity in communications.

## 4 Definitions

ACCC – Australian Competition and Consumer Commission

AFCA – Australian Financial Complaints Authority

CDR – Consumer Data Right

CDR Policy – this document

OAIC – Office of the Australian Information Commissioner

## 5 Roles and responsibilities

Role	Responsibilities
Accountable Executive	Responsible for existence of policy and its adherence to OAIC expectations Ensure appropriate resources are allocated to maintaining this Policy
Document Owner	Ensure this Policy complies with OAIC expectations and remains current and accurate
Governance	Manage the Controlled Document Framework Provide training and support across the business
Team Members	Comply with Policy

## 6 About the CDR

The CDR was introduced by the Australian Government to give consumers greater access to and control over their data.

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 products and services more easily. In the banking sector, this is called 'open banking'.

The Australian Competition and Consumer Commission (ACCC) is the lead CDR regulator. Further details about the CDR regime are available on the ACCC's website.

## 7 About Us

Maitland Mutual Limited (ABN 94 087 651 983) trading as The Mutual Bank (**The Mutual Bank**) 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 member's request, however the member must provide authorisation to the Data Holder prior to transferring data. The Mutual Bank is a Data Holder.

Under the CDR regime, members can 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.

## 8 About This Policy

Under CDR Laws, all CDR Participants must have a CDR policy that is a separate document to its *Privacy Policy*.

This Policy only applies to CDR data. For information about how The Mutual Bank collects, uses, holds, and discloses personal information under Privacy Laws, please view The Mutual Bank's *Privacy Policy* at <https://themutual.com.au/privacy>

This Policy is reviewed annually. The Mutual Bank may make changes to this Policy without notice, due to necessary business or legal requirements. It is available on The Mutual Bank's website and at any branch location. Members can also contact The Mutual Bank for an electronic or hard copy.

## 9 Member Access to CDR Data

Members can request access to their CDR data at any time. This will authorise The Mutual Bank to share specific CDR data that we hold about them with an Accredited Data Recipient. This specific CDR data is called 'required consumer data' under CDR Laws, and it includes:

- Customer data, including name and contact details;
- Account data, including the account number, account name, opening balances, closing balances, direct debits, scheduled payments and saved payees;
- Transaction data, including the amount of a transaction, date of transaction, description of transaction, and the categorisation of the transaction; and
- Product specific data for a product used, including product name, price, and product features.

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

If a member requests to share their CDR data, The Mutual Bank will disclose it in a machine-readable format to their chosen Accredited Data Recipient. To make a request, please contact The Mutual Bank by using The Mutual Bank's banking app, Internet Banking or by using the details listed under 7.9 Contact us below.

Members can withdraw their authorisation at any time. The Mutual Bank will confirm your request to withdraw authorisation as soon as practicable upon receipt of such a request.

CDR data requests can be managed through the CDR data consumer dashboard located on The Mutual Bank's banking app and Internet Banking, or by using the details listed under 7.9 Contact us below.

The Mutual Bank can only share CDR data with Accredited Data Recipients if the member is eligible to make a sharing request under CDR Laws, unless otherwise required by law.

## 10 Other Member data

In line with Australian Privacy Principle 12, members can request access to their personal information at any time. Access can be provided via any reasonable and practicable method, noting that some methods might be considerable unreasonable and impractical depending on the type and quantity of information requested. This extends to requests relating to CDR data that The Mutual Bank holds. Further information relating to access to information governed by the Australian Privacy Principles can be access via our [Privacy Policy](#).

## 11 Access to general product data

The Mutual Bank can share 'general product data' with members or an accredited data recipient on request. Under the CDR Laws, this is public information about the products and services that The Mutual Bank offers, and their eligibility criteria, terms and conditions, price, availability and constraints. Product data is public information and is not personal information about members or their products.

## 12 Voluntary data

The Mutual Bank will only share data that we are required to share under 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. The Mutual Bank may charge a small fee, with prior notice, to cover our costs if we provide access to voluntary data.

## 13 Correcting CDR data

If a Member believes their CDR data is incorrect, incomplete, or out of date, they can ask The Mutual Bank to update or correct it by using any of the ways listed under 14 Contact us below. The Mutual Bank will confirm that we have received the members request by acknowledging it as soon as possible.

The Mutual Bank will then aim to let Members know in writing, within 10 business days, whether we have corrected the CDR data, or if we found it to be correct, complete, and current or The Mutual Bank elects to refuse correction of CDR data, we will let the Member know this outcome, with an explanation and options available to escalate the matter.

If The Mutual Bank has shared Member CDR data with an Accredited Data Recipient with their authorisation, and later discovered that the CDR data we shared was not correct, we will notify the Member of this in writing within five business days. The corrected CDR data will be shared the next time it is requested. If a Member would like a copy of the corrected CDR data, they can ask the Accredited Data Recipient to request it again in the manner described above.

If a Member would like The Mutual Bank to update their personal information, which is governed by our [Privacy Policy](#), they can contact us or our Privacy Officer whose details are provided in the policy.

In line with Australian Privacy Principle 13, The Mutual Bank does not charge a fee for the correction of CDR data.

## 14 Contact us

If a Member has any questions, concerns, or complaints about this CDR Policy, or our handling of CDR data, they can contact The Mutual Bank in one of the following ways:

- In person at a local branch, see branch locations on our website: <https://themutual.com.au/contact>
- Phone: 1300 688 825, International callers +61 2 4933 8044
- Fax: 02 4933 8996
- Online: <https://www.themutual.com.au/contact>

- Email: [info@themutual.com.au](mailto:info@themutual.com.au)
- Postal address: PO Box 2487, Green Hills NSW 2323
- Head Office address: 6 Mitchell Drive, East Maitland NSW 2323

Our operating hours are Monday, Tuesday, Thursday and Friday 9:00am to 5:00pm; Wednesday 9:30am to 5:00pm; and Saturday 9:00am to 12:00pm (excluding public holidays). If you contact us by phone outside of these hours, you may leave a message, and someone will call you back as soon as practicable.

## 15 Making a complaint

To make a complaint The Mutual Bank asks Members to provide their full name, contact details, description of their complaint and desired resolution. Please refer to our [Complaints Policy](#) for further information about our complaints handling process

Once a complaint has been lodged, The Mutual Bank will respond to it as soon as possible. We aim to resolve complaints on the spot. If we are unable to resolve a complaint immediately, we will investigate the complaint and provide a response within 30 days. If a Member is not satisfied with the response received, we encourage them to contact us to continue the investigation.

If a complaint has not been resolved to the Member's satisfaction, they can contact the Office of the Australian Information Commissioner (OAIC) who is the primary complaints handler for the CDR regime. The Mutual Bank is also a Member of the Australian Financial Complaints Authority (AFCA) who can also be contacted about complaints. OAIC's and AFCA's services are free to access.

### OAIC

Post: GPO Box 5218 Sydney NSW 2001

Phone: 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

Phone: 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)

### 15.1 Remedy of complaints

The remedy for a complaint will depend entirely on the nature of the complaint and will be provided to best address the particulars of the complaint. Remedies could include but are not limited to:

- Apology
- Correction or deletion of data
- Explanation of the circumstances giving rise to the complaint
- Provision of assistance or support
- Undertaking to put in place improvements to our systems, procedures or products

## 16 Document review

This policy will be reviewed in accordance with its review period unless a significant change is required earlier than the scheduled review date.