

Privacy Policy

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The Rock - A division of MyState Bank Limited (MyState)
ABN 89 067 729 195 AFSL 240896
Australian Credit Licence Number 240896
A wholly owned subsidiary of MyState Limited
ABN 26 133 623 962
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Intro

MyState Limited (ABN 26 133 623 962) as the ASX listed, Non Operating Holding Company of MyState Bank Limited (ABN 89 067 729 195), The Rock - A division of MyState Bank Limited and Tasmanian Perpetual Trustees Limited (ABN 97 009 475 629) (‘MyState’, ‘we’, ‘us’, ‘our’, unless otherwise stated) and any entity owned or controlled by us is bound by the Australian Privacy Principles under the Privacy Act 1988 (Cth) (Privacy Act). We are also bound by Division 3 of Part IIIA of the Privacy Act, which regulates the handling of credit information.

This Privacy Policy outlines how we deal with your personal information, including the purpose for which we collect, hold, use and disclose your personal information, as well as our legal obligations and rights as to that information. If we agree with you to use or disclose any of your personal information in ways which differ to those stated in this Privacy Policy, the provisions of that agreement will prevail to the extent of any inconsistency.

1. What is ‘personal information’?

“**Personal information**” means information or an opinion about an individual who is identified, or who can reasonably be identified, from the information.

We only ask for personal information relevant to our business relationship with you as a customer. When you apply for one of our products or services, we may request:

- Information which identifies you, like your name, address and other contact details and your date of birth;
- Information about your financial position, like your income, expenses, savings and assets and any (other) credit arrangements;
- Your employment details;
- Your tax file number; and
- Your reasons for applying for a product or service.

“Credit information” means personal information that includes the following:

- Information about an individual, like their name and address, that we use to identify that individual;
- Information about an individual’s current or terminated credit accounts and repayment history, including the type and amount of credit applied for in any previous credit applications to any other credit provider, where that credit provider has requested information;
- Information about an individual from a credit reporting body;
- Any information about overdue credit payments, including any defaults or serious credit infringements by an 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; and
- An opinion of a credit provider that a person has seriously failed to meet the requirements of any credit they have borrowed from that credit provider.

We will not always hold all of these kinds of information about a particular individual. However, if we hold any of these kinds of information, it is protected as “credit information” under this Privacy Policy.

2. How do we collect information?

We will only collect your personal information for the purpose of providing products and services to you and managing our business.

Information collected directly from you

Wherever possible, we will collect personal information (including credit information) directly from you. This information will generally come from what you provide in your application for one of our products or services.

Information we create on account of a product or service provided to you will also be treated as personal information.

Where we communicate with you over the phone we will sometimes record those phone calls for training, quality assurance purposes or to maintain a record of your instructions to us. We will always inform you if you are being recorded, and you have the right to request that we do not record you. Please note if you request that we do not record you, we may not be able to discuss any of your personal information over the phone.

Where you supply us with personal information about another person (for example a referee or a person you wish to send a payment to), we will take this as confirmation that you have permission to do so. It is your responsibility to inform that person who we are, and that we will use and disclose their personal information for the purposes set out in this Privacy Policy and that they can gain access to that information.

Information collected from third-parties

We may also collect personal information about you from third parties, such as any referees that you provide, your employer, a referrer who may have referred you to us for a product or service, other credit providers and third party service providers including credit reporting bodies. Credit reporting bodies collect credit information about individuals and companies which they provide as credit reports to credit providers (like us) and others in the credit industry to assist them in managing credit risk, collecting debts and other activities.

You can also ask a credit reporting body, through contact details on their website, not to use or disclose your personal information if you believe on reasonable grounds that you have been or are likely to be a victim of fraud, including identity fraud.

Information collected through our websites

When you visit our websites we will sometimes collect information about your visit to help us to improve the experience you have when you visit, improve and maintain the security measures we have in place, or learn more about you so any marketing we provide you is as relevant as possible, such as:

- The time and date of the visit;
- Any information or documentation that you download;
- Your browser type;
- What sections of our websites you view and any errors you experience; and
- Internet protocol (IP) details of the device used to access the site.

Sometimes we use an external service called Google Analytics to collect the above information and provide us with reports that help us to understand our website's traffic and webpage usage. You can access their Privacy Policy at www.google.com/policies/privacy/, or choose to opt-out of this activity at tools.google.com/dlpage/gaoptout

It is necessary for us to collect your IP address for your interaction with various parts of our websites. Your IP address will not be used by us or released to any third party except in the case of security, inappropriate behaviour or fraud issues, such as unauthorised access to your or our computer systems or fraudulent transactions.

Our websites also include a number of calculators, which may require you to enter your personal details. If you save the data you enter on the calculator, this information will be stored.

When you visit our websites and log-in to our secure internet banking, we use "cookies" for security and personalisation purposes. When you visit the unsecured pages of our websites (i.e. public pages that you can access without providing login details) we use cookies to obtain information about how our websites are being used so we can provide a better experience to our customers. A "cookie" is a small text file which is placed on your Internet browser and which we can access each time you visit our websites.

Please note that unless you log-on to our secure internet banking platform, or contact us using an online form, your visit and any browsing you do on our websites will be completely anonymous.

3. Use of information

We may only use your personal information for the purpose of providing products and services to you and managing our business. This may include:

- Assessing and processing your application for the products and services we offer;
- Executing your instructions;
- Charging and billing;
- Uses required or authorised by law;
- Research and development;
- Collecting overdue payments due under our credit products;
- Managing our rights and obligations regarding external payment systems; or
- Direct marketing.

In general, we do not use or disclose your personal information for a purpose other than:

- A purpose set out in this Privacy Policy;
- A purpose you would reasonably expect;
- A purpose required or permitted by law; or
- A purpose otherwise disclosed to you to which you have consented.

Marketing

We may use your personal information, to provide you with information about products and services, including those of third parties, which we consider might be of interest to you.

We may also provide your details to other organisations for specific purposes such as direct marketing, pre-screening for direct marketing and to better understand our customer groups and profiles.

You may opt out at any time if you no longer wish to receive marketing information or do not wish to receive marketing information through a particular channel, like email. You can make this request by contacting us using any of the methods listed in section 10 of this Privacy Policy, or by 'unsubscribing' from our email marketing messages, which always include an unsubscribe option.

Credit Direct Marketing

To help us reach the right people with our credit direct marketing, we may ask a credit reporting body to “pre-screen” a list of potential recipients of our direct marketing against our eligibility criteria to remove recipients that do not meet those criteria. The credit reporting body cannot use information about your existing loans or repayment history in carrying out its pre-screening and it must destroy its pre-screening assessment once it has given us, or a contractor acting on our behalf, the list of eligible recipients. If you do not want your credit information used for pre-screening by a credit reporting body that holds credit information about you, you can opt-out by informing that credit reporting body. We may disclose information to or collect information from Equifax Inc. Contact details can be found at www.equifax.com.au

4. Who we disclose your information to

We may disclose your personal information to other organisations, for example:

- Other members of the MyState group;
- External service providers and any organisations that are our assignees, agents or contractors providing us services including but not limited to verification of identity, payment system operators, mailing houses and research consultants;
- Insurance providers, where insurance is provided in connection with our services to you;
- Superannuation funds, where superannuation services are provided to you;
- Other financial institutions, for example, when you apply for a loan from another credit provider and you agree to us providing information;
- Credit reporting bodies, information including but not limited to repayment history, default history, credit infringement and non-disclosure;
- Providers of professional services such as Loan Mortgage Insurers, collections agencies, lawyers, debt collectors, accountants, etc;
- State, territory or regulatory authorities as needed;
- Organisations involved in our funding arrangements - including loan purchasers, investors, advisors, researchers, trustees, rating agencies and financial intermediaries;

- Your representative, for example, a lawyer, mortgage broker, financial advisor or attorney, as authorised by you; or
- The issuer of any documents which you provide us with for the purposes of verifying those documents e.g. to verify a drivers licence with the Australian State or Territory who issued it.

We will take reasonable steps to ensure that these organisations are bound by sufficient confidentiality and privacy obligations with respect to the protection of your personal information.

We will not directly disclose your personal information overseas, including your credit information.

Where we are required to provide your information to other organisations in the provision of services, including but not limited to insurers, lenders' mortgage insurers or other entities necessary in the provision of our products or services, your personal information may be disclosed by these organisations overseas, including your credit information. Where this occurs, we will take reasonable measures to ensure that your privacy is protected in accordance with this Privacy Policy. Upon your request, we will provide you with information on their Privacy Policy.

5. Sensitive information

Where it is necessary to do so, we may collect personal information about you that is sensitive. Sensitive information includes information about an individual's health, and membership of a professional or trade association.

Unless we are required or permitted by law to collect sensitive information, we will first obtain your consent. However, if the information relates directly to your ability to meet financial obligations that you owe to us, you are treated as having consented to its collection.

6. Security

We take all reasonable steps to ensure that your personal information, held on our websites or otherwise, is protected from:

- Misuse, interference and loss; and
- Unauthorised access, disclosure or modification.

Depending on the type of information, we will sometimes send personal information to third-party storage providers

to hold and keep secure. Where we send your personal information to a third party, we will take all reasonable measures to ensure your information is protected.

Physical Information Security

Some of the things we do to protect the physical information we hold about you include:

- Endeavouring to keep all data held within Australia;
- Performing customer identification checks before providing any personal information by recorded calls;
- Limiting access to staff and / or service providers who have been authorised to access the information for a purpose listed in section 3 of this Privacy Policy; and
- Providing training to all relevant staff on how to manage customer records and information in accordance with this Policy.

Digital Information Security

Some of the things we do to protect the digital information we hold about you include:

- Using up-to-date security measures on our websites to protect your personal information and your credit information;
- Encrypting any data containing personal, credit or related information which we transmit via the internet;
- Performing regular security testing and auditing of our systems used to store your personal information; and
- Limiting access to staff and / or service providers who have been authorised to access the information for a purpose listed in section 3 of this Privacy Policy.

We ask you to keep your passwords and personal identification numbers safe.

Information we did not ask for or no longer need

Where we are given information that we did not ask for, we will only continue to hold the information if we need it. If we decide we do need this information, we will keep it securely along with the rest of your personal information. If we do not need this information, we will take reasonable steps to ensure that it is destroyed or de-identified.

When we no longer require your personal information (including when we are no longer required by law to keep records relating to you), we take reasonable steps to ensure that it is destroyed or de-identified.

In the event of a data breach

We are bound by the Privacy Act 1988 and are committed to complying with the Notifiable Data Breaches Scheme (NDB) established by the Privacy Amendment (Notifiable Data Breaches) Act 2017 when it comes in to effect. The NDB requires that where a data breach is likely to result in serious harm to any individuals to whom the information relates, we are required to notify those individuals and the Office of the Australian Information Commissioner (OAIC). The NDB scheme will provide greater protection to the personal information of consumers, greater transparency in the way organisations like us respond to data breaches and give individuals the opportunity to minimise the damage caused by any unauthorised use of their personal information.

7. Access

You have the right to request access to the personal information that we hold about you at any time. You also have the right to request personal information that we hold about you be corrected at any time. Requests to access your personal information can be made by contacting us using any of the methods listed in section 10 of this Privacy Policy.

We will respond to your request for access within a reasonable time. If we refuse to give you access to any of your personal information, we will provide you with reasons for the refusal and the relevant provisions of the Privacy Act that we rely on to refuse access. You can contact us using any of the methods listed in section 10 of this Privacy Policy if you would like to challenge our decision to refuse access.

There is no charge for making a request to access your personal information. However, in some cases, there may be a charge to cover the time we spend locating, compiling and explaining the information you ask for. If there is a charge, we will give you an estimate upfront, and confirm that you wish to proceed.

8. Accuracy

We take reasonable steps to make sure that the personal information that we collect, use or disclose is accurate, complete and up-to-date. However, if you believe your information is incorrect, incomplete or not current, you have the right to request that we update or correct this information by contacting us using any of the methods listed in section 10 of this Privacy Policy.

9. How we update this Privacy Policy

From time to time we will update this Privacy Policy. Our current Privacy Policy is always available on our websites mystate.com.au, therock.com.au and tasmanianperpetual.com.au, by calling 138 001 for MyState Bank, 1800 806 645 for The Rock - A Division of MyState Bank Limited or 1300 138 044 for Tasmanian Perpetual Trustees Limited, or by dropping into your nearest branch.

10. Questions, Complaints & Feedback

If you have any questions or concerns about this Privacy Policy, or our handling of your personal information, please reach out to us. We work hard to deliver the best experience possible to our customers. We value your opinion, so if a product or service does not meet your expectations, we want to know about it.

We are here to listen, and ready to help you resolve any complaints or concerns you have. Your feedback gives us the opportunity to better our products and services, which is something we continually strive to do. So if you have a complaint, concern, suggestion or just wish to give some feedback, please don't hesitate to get in touch.

1. Talk to us

In most situations, we will be able to resolve the matter for you on the spot if you call us on 1800 806 645, send us a secure message within internet banking or visit your nearest branch, and we will:

- try to resolve the matter on the spot - in most situations we can do this;
- keep you up to date on our progress;
- work hard to resolve your matter within 21 days;
- let you know in writing if we require more information or more time to investigate your matter; and
- provide you with a final response within 45 days.

If we are unable to provide a final response to your complaint within 45 days, we will inform you of the reasons for the delay.

To help us get the best understanding of your concern, we recommend that you:

- be prepared with any supporting documents or evidence you think will help clarify your concern; and
- be as clear as possible about what has happened.

2. Email or write to the Privacy Officer

If you prefer to put your complaint in writing, you can email or write to our Privacy Officer whose details are as follows:

Privacy Officer

Our Privacy Officer's contact details are:

Address Level 2, 137 Harrington Street
Hobart TAS 7000

Post GPO Box 1274 Hobart TAS 7001

Email myadvice@mystate.com.au

In addition to the timelines stated above, we will acknowledge your request within 5 business days of receiving it.

3. Request an Internal Review

If you are not satisfied with our initial response, you can request the matter be reviewed by our Customer Advocate. Our Customer Advocate's role is to act as independently as possible and make sure that your complaint is handled fairly.

Please let us know your customer number, the reason why you are not satisfied with our initial response and the outcome you are seeking. We will make sure that it is referred straight away to our Customer Advocate for review and a response.

Customer Advocate Review

Post GPO Box 1274 HOBART TAS 7001

Email customeradvocate@therock.com.au

4. Initiate an External Review

If, despite everyone's best efforts you remain dissatisfied with our response, you might wish to have the matter investigated by someone else. The Financial Ombudsman Service (FOS) offers a free independent dispute resolution service for the Australian banking, insurance and investment industries. You can contact the FOS by:

Phone 1800 367 287

Fax 03 9613 6399

Post GPO Box 3 Melbourne VIC 3001

Email info@fos.org.au

Web www.fos.org.au

Alternatively, you can reach out to the Office of the Australian Information Commissioner who can investigate your complaint. They can be contacted by the privacy hotline 1300 363 992 or at www.oaic.gov.au

11. Disclaimer

This Privacy Policy is provided for the purposes of information only. While we have taken care to ensure that it is accurate and current, we provide no guarantee as to its accuracy or currency. We accept no liability for loss or damage suffered as a result of reliance on the information provided in this Privacy Policy.

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How to contact The Rock

1800 806 645
therock.com.au

Mail: The Rock
PO Box 562
Rockhampton QLD 4700
Email: rock@therock.com.au

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