

Gateway Bank

Consumer Data Right Policy

September 2023



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About the Consumer Data Right (CDR)

The Consumer Data Right was introduced by the Federal Government under the Competition and Consumer Act 2010 and the Competition and Consumer (Consumer Data Right) Rules 2020 (CDR Laws). In the banking sector it is called Open Banking.

The CDR was designed to give you control over your data and to encourage competition and innovation in the Australian economy. Under the CDR Laws, you are able to share some of the information we hold about you with accredited data recipients.

About CDR Participation

Gateway Bank Ltd (ABN 47 087 650 093) (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 share the data with an accredited

data recipient at the consumer's request.

An accredited data recipient has been accredited by the Australian Consumer and Competition Commission (ACCC) to receive consumer data to provide a product or service.

Gateway Bank is currently a data holder only. We can share your data with an accredited data recipient with your consent.

About this Document

This policy explains your rights under the legislation. It explains how we manage your CDR data and describes how you can access and correct your CDR data, or make a complaint, if needed.

We will review this policy periodically and we may make changes to it from time to time. You can always find the most up-to-date version of this policy on our website, or you can ask us to send you a copy.

Privacy and Security of Your Information

The privacy and the security of your information is important to us. We protect your information and aim to be clear and open about what we do with it. We adhere to the security and privacy requirements set out in the CDR legislation.

If you want to know more about how we handle your personal information at Gateway Bank, see our Privacy Policy on the Gateway Bank website under [Important Information](#).

What Data Can Be Requested Under the CDR

As a data holder, we are required to make available for sharing the following data sets:

- ▶ 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 categorisation of transaction
- ▶ Product specific data such as product name, price and product type

We'll share CDR data as required by CDR legislation. Data outside of the legislation will not be shared under CDR. This means 'voluntary data' (data that is not 'required data') will not be shared.

The data sets will be made available gradually. More information on which data sets are already available can be found on the Gateway website under [Important Information](#).

Requesting Access to Your Information

The Consumer Data Right (CDR) allows you to share data for specific purposes with any other accredited data recipients you choose. We'll only share CDR data with an accredited data recipient when authorised by you.

You can withdraw your authorisation to share data at any time through your Gateway Online Banking portal. You can also call us on 1300 302 471, do this in writing at memberservices@gatewaybank.com.au or GPO Box 3176, Sydney NSW 2001.

Requesting Correction of Your Information

It's important to keep your CDR data up-to-date. Your personal details can be updated through Gateway Online Banking. You can also call us on 1300 302 471 or email memberservices@gatewaybank.com.au and we will update it for you.

If you'd like for your updated data to be shared, please contact the original data recipient to make another request.

You also have the right to access and correct personal information Gateway Bank holds about you. Refer to our Privacy Policy for more information.

Making a Complaint

If you don't feel we have adequately addressed your concern, you can make a complaint using the process below.

If you believe we've breached any obligations in relation to the Consumer Data Right, and you would like to make a complaint, or provide feedback, you can contact us:

- ▲ By phone on 1300 302 474
- ▲ By email at memberservices@gatewaybank.com.au
- ▲ On our website at www.gatewaybank.com.au/contact-us
- ▲ By mail at GPO Box 3176, Sydney NSW 2001

In order to assist you, we may need to verify your identity and obtain details of your complaint.

If we cannot resolve your complaint on the spot, you will receive a complaint acknowledgement within 24 hours.

You will receive a written response advising you of the outcome of our investigation within 21 days of receipt of your complaint unless the complaint was resolved to your satisfaction within 5 business days. If you request a written response, we will always send you a written response regardless how quickly the complaint was resolved.

If additional time is required to come to a decision, you will be advised that a further period is required but not exceeding 30 days from when we received your complaint.

If an issue has not been resolved to your satisfaction, you can contact the Office of the Australian Information Commissioner (OAIC).

You can also contact our external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA).

How to Contact OAIC

- ▲ Post: GPO Box 5218 Sydney
NSW 2001
- ▲ Telephone: 1300 363 992
- ▲ Website: www.oaic.gov.au
- ▲ Email: enquiries@oaic.gov.au

How to Contact AFCA

- ▲ Post: GPO Box 3, Melbourne
VIC 3001
- ▲ Telephone: 1800 931 678 (free
call)
- ▲ Website: www.afca.org.au
- ▲ Email: info@afca.org.au

How to Contact Us

Web:

www.gatewaybank.com.au

Email:

[memberservices@gatewaybank.
com.au](mailto:memberservices@gatewaybank.com.au)

Fax:

02 9307 4299

Registered Office:

Level 10, 68 York Street Sydney
NSW 2000

Postal Address:

GPO Box 3176 Sydney NSW
2001



Gateway Bank Ltd
ABN 47 087 650 093

AFSL/Australian Credit Licence Number | 238293