



## RAC Finance Credit Reporting Policy

This Policy sets out how your credit information and credit eligibility information (“credit-related information”) is collected, used, disclosed and managed by RAC Finance and applies in addition to the RAC Group Privacy Policy. We recommend you read the RAC Finance Credit Reporting Policy in conjunction with the [RAC Group Privacy Policy](#).

### About credit reporting

RAC Finance participates in the credit reporting system. If you apply for credit with us, we may request a credit report about you from a credit reporting body and provide that credit reporting body with your personal information and credit information. A credit report contains credit eligibility information which assists us to assess your application and may include information about your credit history with credit providers other than RAC Finance.

Credit reporting bodies can provide credit providers with credit reports when individuals make an application for credit. Credit reports are designed to assist credit providers such as RAC Finance to assess an individual’s ability to repay credit and to assist credit providers in dealing with complaints meeting legal and regulatory requirements.

### What is ‘credit information’ and ‘credit eligibility information’?

‘Credit information’ and ‘credit eligibility information’ are defined in the *Privacy Act 1988* (Cth).

Credit information is information about you that is personal information (other than sensitive information) which relates primarily to your credit-related dealings with us. This information may be disclosed to credit reporting bodies in certain circumstances.

Credit eligibility information on the other hand is information which primarily relates to your credit-related dealings with other credit providers. It includes credit reporting information (information provided to us by credit reporting bodies) and credit worthiness information (information that we derive from your credit reporting information as to your credit worthiness, such as a credit score).

### The kinds of credit-related information that RAC Finance collects and holds

RAC Finance collects and holds various kinds of credit-related information which may include:

- identification information about you including your current and prior names and addresses, any known alias you may have, your date of birth, your current or last known employer and your driver’s licence number;
- details of consumer credit or commercial credit (including the name of each relevant credit provider) that you have applied for, the type and amount of that credit and the fact that a credit provider, mortgage insurer or trade insurer has sought information about you from a credit reporting body in relation to an application;

- Financial hardship information, which includes details on any financial hardship arrangement entered into;
- consumer credit liability information, being details of consumer credit that you have or had including the credit provider, the type of consumer credit, the day on which it was entered into, terms or conditions that relate to the repayment of the amount of consumer credit, the maximum amount of credit available and the day on which the consumer credit is terminated or otherwise ceases;
- repayment history information, which includes whether in relation to your consumer credit facilities you have made payments when due and, if not, when overdue payments have been made;
- default information, which includes details of payments (over \$150) more than 60 days overdue in relation to consumer credit which you, as borrower or guarantor, have failed to make;
- payment information, which includes details of the date on which you have paid overdue amounts that were previously recorded as default information with a credit reporting body;
- whether in our or another credit provider's opinion you have committed a serious credit infringement;
- new arrangement information which includes a statement that the terms or conditions of your consumer credit (in relation to which default information or a serious credit infringement has been disclosed to a credit reporting body) have been varied or that you have been provided with new consumer credit;
- court proceedings information, which includes information about a judgement against you in proceedings that relate to any credit that has been provided to, or applied for, by you;
- personal insolvency information;
- certain publicly available information;
- scores, ratings, summaries, evaluations and other information relating to your credit worthiness which is derived by us or by credit reporting bodies wholly or partly on the basis of the information above; and
- certain administrative information relating to credit, such as account and customer numbers.

### **Sensitive information**

Sensitive information is personal information which includes details about your health.

We will not collect, use or disclose sensitive information about you unless we need the information for one of our functions or activities and we have your express consent (or we are legally required to do so).

### **The purposes for which RAC Finance may collect and hold your credit-related information**

RAC Finance may collect your credit-related information as reasonably necessary for our business purposes and as permitted by law. These purposes include but are not limited to:

- assess your credit worthiness;
- assess and evaluate loan applications;
- determine the appropriateness of any financial hardship arrangement;
- maintain, monitor and manage loans that have been approved over the term of the loan;
- exchange information with other credit providers about you to the extent that is permitted under the Privacy Act;
- participate in the credit reporting system and to provide information to credit reporting bodies as permitted by the Privacy Act and Credit Reporting Code;
- monitor and evaluate our products and services;
- take measures to detect and prevent frauds and credit loss;
- undertake debt recovering and enforce activities including in relation to guarantors and deal with serious credit infringements;
- assist you to avoid defaulting on your consumer credit-related obligations;
- deal with complaints and meet legal and regulatory requirements; and
- predict the borrowing behaviour of customers generally.

If we are unable to collect your personal information, we may be unable to provide you with a loan or otherwise administer or manage an existing loan.

### **How we collect and use credit-related information**

For us to request a credit report, we will provide information to a credit reporting body that identifies you, as well as information about your application, including the type and amount of credit you are applying for. This information will be included in your credit report and shared with other credit providers that participate in the credit reporting system.

In certain circumstances, RAC Finance will also need to assess your eligibility to be a guarantor for another person or entity. This may involve us obtaining information about you from a credit reporting body and reviewing information we may already hold about you.

Generally, we will collect credit information directly from you through your interaction with us by telephone, mail and internet, or when you visit a branch or make a transaction. However, credit information may also be collected where information has been provided to us with your authority by someone who has been appointed to act on your behalf.

There may be occasions where we collect your credit information from other credit providers. However, we will only do this with your prior consent.

### **Storage of information**

We securely store your credit-related information in a number of ways, including:

- in electronic systems and devices;
- in telephone recordings;
- in paper files; and
- with document retention services.

### **Exchange of credit information with a Credit Reporting Body**

We may disclose your credit information to credit reporting bodies where the Privacy Act permits us to do so.

Those credit reporting bodies may include the information gathered from RAC Finance in reports provided to other credit providers to assist those credit providers to assess your credit worthiness.

Should you fail to meet your payment obligations in relation to consumer credit or commit a serious credit infringement, RAC Finance may be entitled to disclose this to the credit reporting body.

RAC Finance exchanges and discloses credit information to the following credit reporting body:

**Name:** Equifax  
**Address:** PO Box 964  
North Sydney NSW 2059  
**Phone:** 1300 762 207  
**Website:** [mycreditfile.com.au](http://mycreditfile.com.au)

Equifax is required to have a policy to explain how it manages credit reporting information. You can obtain a copy of Equifax's privacy policy by contacting them using the details provided above or by visiting their website at: [equifax.com.au/privacy](http://equifax.com.au/privacy).

### **What kinds of information do we derive from credit reporting information obtained from a credit reporting body?**

We utilise credit reporting information obtained from Equifax to derive information that assists us in assessing your creditworthiness, such as:

- a credit risk rating; and
- a credit score.

### **Disclosing your credit information**

When you apply for credit with us, we seek your consent to disclose your credit-related information, including information we receive through the credit reporting system, to third parties.

For the types of organisations we may possibly disclose your information to, please view our [RAC Group Privacy Policy](#).

Sometimes our suppliers, contractors and agents are based overseas or otherwise have data storage facilities overseas where your credit-related information may be stored. We may disclose your information to such overseas entities for a relevant purpose described above.

However, in all cases, we will not send your personal information outside Australia unless we are satisfied that the overseas recipient of the information has adequate data protection arrangements in place, or you have consented to the transfer of the information.

There may be circumstances when we may also disclose credit-related information when required or authorised to do so by law to regulatory bodies, government agencies and law enforcement bodies or courts.

### **Direct marketing**

RAC Finance will not use any credit information that individuals have disclosed to us or your credit eligibility information for the purpose of pre-screening you in order to determine your eligibility to receive direct marketing from us.

You may request that a credit reporting body does not to use your credit reporting information for the purposes of pre-screening of direct marketing by a credit provider.

As part of the RAC Finance's service to you, RAC Finance may use information we have collected about you to identify a product or service that may be of interest to you. If at any time you wish to opt-out of receiving marketing information from RAC Finance, you may do so by calling us on 08 6150 6240 or, in the case of email, you may use the 'unsubscribe' facility included in the email.

### **Fraud**

If you believe you have been, or likely to be, a victim of fraud for example if you have discovered someone else is applying for credit in your name, you have a right to request Equifax not to use or disclose credit reports they hold about you. You can do this by contacting them directly.

If you make such a request, Equifax are obligated not to disclose information about you for 21 days (called a 'ban period').

### **Requesting access and correction of credit-related information**

You are generally entitled to access the credit-related information RAC Finance holds about you, subject to some exceptions.

If you require access to or believe that credit-related we hold or have previously disclosed to Equifax is inaccurate, incomplete or out-of-date, you should contact us. You can contact us during business hours by:

**Calling:** 1300 736 290, or  
**Writing to:** RAC Finance, PO Box 1306, West Perth, WA 6872, or  
**Emailing:** [finance@rac.com.au](mailto:finance@rac.com.au)

We will manage your request promptly and update any credit-related information that is inaccurate, incomplete or out-of-date. If you ask us to correct information that we have received through the credit reporting system, or information we have previously disclosed to Equifax, we will consult with Equifax and credit providers about the accuracy of your information, as necessary.

If we do not agree that your information is inaccurate, incomplete or out-of-date, we will write to you and tell you the reason(s) why we do not agree with you. We will tell you what you can do if you are not satisfied with our response.

### **Managing your complaint**

You are entitled to complain if you believe that your privacy has been compromised or that RAC Finance has breached the Privacy Act or an applicable code. If you seek to make a complaint you should first contact us using our contact details above.

If the complaint received by RAC Finance cannot be resolved to your satisfaction, it will be referred to the relevant Manager, who will contact you within five working days.

If the complaint is still unresolved, it will be referred to the General Manager who will advise you of our final decision within fifteen days of the date you first made the complaint.

If your complaint is not satisfactorily resolved, you may access our external dispute resolution service ('EDR') at:

**Name:** Australian Financial Complaints Authority:  
**Address:** GPO Box 3  
Melbourne VIC 3001

**Phone:** 1800 931 678  
**Email:** [info@afca.org.au](mailto:info@afca.org.au)  
**Website:** [www.afca.org.au](http://www.afca.org.au)

You may also elect to contact the Office of the Australian Information Commissioner (OAIC) if you have a complaint about the way we manage your credit-related information at:

**Address:** GPO Box 5288  
Sydney NSW 2001  
**Phone:** 1300 363 992  
**Website:** [www.oaic.gov.au](http://www.oaic.gov.au)  
**Email:** [enquires@oaic.gov.au](mailto:enquires@oaic.gov.au)

When we write to you about our decision, we will explain how you can access an EDR or make a complaint to the OAIC.

**Is this policy available in other formats (i.e., hard copy)?**

You may seek other formats (such as a hard copy) of this policy by contacting us as follows:

- Speak to our staff directly on: 1300 736 290;
- Email us at: [finance@rac.com.au](mailto:finance@rac.com.au) or
- Request the policy via mail at: RAC Finance, PO Box 1306, West Perth, WA 6872.

**Changes to this Policy**

This policy sets out our current Credit Reporting Policy. We may amend this policy at any time and encourage you to periodically review our policy for any changes.