



# PRIVACY POLICY

In this Privacy Policy, the expressions “we”, “us” and “our” refer to World Class Finance Pty Ltd, ACN 628 034 257 and its related businesses

This policy explains how your personal information will be treated as you access and interact with this website. Our website privacy policy may change from time to time.

## COLLECTION AND USE OF INFORMATION

We are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) and any other relevant laws.

We may collect personal information from you directly or via your use of our services. We will only collect personal information, which is reasonably necessary for, or directly related to, our functions or activities.

During your relationship with us, we may tell you more about how we handle your personal information in application forms or terms and conditions, for example. You should read these documents carefully.

We recognise that any personal information we collect about you will only be used for the purposes we have collected it or as allowed by law. It is important to us that you are confident that any personal information we hold about you will be treated in a way that ensures protection of your personal information.

## PERSONAL INFORMATION

Personal information we may collect about you includes, your name, date of birth, addresses, email address, phone numbers, bank account details, occupation, transaction history and any other information we made need to identify you.

If you are applying for finance we may also collect additional information including the ages and number of your dependants and cohabitants, the length of time you have resided at your current address, your expenses and your employment details as well as your Tax File Number and tax residency status,.

The personal information we collect and hold about you may include credit information. Credit information is any information which is used to assess your eligibility to be provided with finance and may include any outstanding finance, your repayment history in respect of any finance you have or have had previously, including any defaults. It should be noted that credit information is usually exchanged between credit and finance providers and credit reporting bodies.

## WHY WE COLLECT YOUR PERSONAL INFORMATION

If you apply for finance with us, we collect your personal information for the purpose of establishing your identity, contacting you, assessing and managing your application for finance.

We may also collect your personal information for the purposes of direct marketing and managing our relationship with you. From time to time we may offer you other products and services.

## HOW WE COLLECT YOUR PERSONAL INFORMATION

Where reasonable and practical we will collect your personal information directly from you. However, we may collect information about you that is publicly available, for example from public registers or social media, or made available by third parties. We may also collect your personal information from credit reporting bodies, mortgage and finance brokers, employers, and other professionals such as accountants and lawyers.

## DISCLOSING YOUR PERSONAL INFORMATION

We may disclose your personal information:

- to existing or prospective funders or other intermediaries in relation to your finance requirements
- to guarantors and other security providers
- to other organisations that are involved in managing or administering your finance such as valuers, surveyors, third party suppliers, printing and postal services, call centres, lenders mortgage insurers, trade insurers, recovery firms, debt collectors, lawyers and credit reporting bodies
- to businesses we have a relationship with that may want to market products to you
- to companies that provide information and infrastructure systems to us
- to anybody who represents you, such as finance brokers, lawyers and accountants
- to anyone, where you have provided us consent
- where we are required to do so by law, such as under the *Anti-Money Laundering and Counter Terrorism Financing Act 2006* or in accordance with a subpoena or summons issued by a court
- to organisations involved in our funding arrangements such as trustees, warehouse funders, investors, rating agencies, agents, auditors or advisers, or any entity that has an interest in our business
- to your current or previous employers, referees or identity verification services

Prior to disclosing any of your personal information to another person or organisation, we will take all reasonable steps to satisfy ourselves that:

1. the person or organisation has a commitment to protecting your personal information at least equal to our commitment, or
2. you have consented to us making the disclosure.

We use cloud storage to store personal information that we hold. The cloud storage and the IT servers may be located outside Australia.

## CREDIT INFORMATION

If you ask us for credit or choose to be a guarantor, we may collect the following kinds of credit information and exchange this information with credit reporting bodies and other entities:

- your identity information;
- credit liability information being information about your existing finance which includes the name of the credit provider, whether the credit provider holds an Australian Credit Licence, the type of finance, the day the finance is entered into, the terms and conditions of the finance, the maximum amount of finance available, and the day on which the finance was terminated
- repayment history information which is information about whether you meet your repayments on time
- information about the type of finance that you are applying for
- default and payment information
- if you have committed fraud or another serious credit infringement
- court proceedings information

We exchange this credit information for the purposes of assessing your application for finance and managing that finance. We also share your credit information with credit reporting bodies so they can provide credit reports to others.

This credit information may be held by us in electronic form on our secure servers and may also be held in paper form. We may use cloud storage to store the credit information we hold about you.

The credit reporting bodies we use are Equifax Pty Ltd, Experian Australia Credit Services Pty Ltd and Illion Australia Pty Ltd.

You can download a copy of their privacy policies at: [equifax.com.au](http://equifax.com.au); [experian.com.au](http://experian.com.au); or [illion.com.au](http://illion.com.au).

## NOTIFIABLE MATTERS

The law requires us to advise you of 'notifiable matters' in relation to how we may use your credit-related information. You may request to have these notifiable matters (and this policy) provided to you in an alternative form.

We exchange your credit-related information with credit reporting bodies. We use the credit-related information that we exchange with the credit reporting body to confirm your identity, assess your creditworthiness, assess your application for finance or your capacity to be a guarantor and manage your finance.

The information we can exchange includes your identification details, what types of loans you have or have had, how much you have borrowed, whether or not you have met your loan payment obligations and if you have committed a serious credit infringement (such as fraud).

If you fail to meet your payment obligations in relation to any finance that we have provided or arranged or you have committed a serious credit infringement then we may disclose this information to a credit reporting body.

You have the right to request access to the credit-related information that we hold about you and make a request for us to correct that credit-related information if needed. Please see the heading Access and correction to your personal and credit-related information, below.

Sometimes your credit information will be used by credit reporting bodies for the purposes of 'pre-screening' credit offers on the request of other credit providers. You can contact the credit reporting body at any time to request that your credit information is not used in this way.

You may contact the credit reporting body to advise them that you believe that you may have been a victim of fraud. For a period of 21 days after the credit reporting body receives your notification the credit reporting body must not use or disclose that credit information.

You can contact any of the following credit reporting bodies for more information:

- Equifax Pty Ltd – [www.equifax.com.au](http://www.equifax.com.au)
- Illion (Australia) Pty Ltd – [www.illion.com.au](http://www.illion.com.au)
- Experian Australia Credit Services Pty Ltd – [www.experian.com.au](http://www.experian.com.au)

## DIRECT MARKETING

From time to time we may use your personal information to provide you with current information about finance offers you may find of interest, changes to our organisation, or new products or services being offered by us or any company with whom we are associated.

If you do not wish to receive marketing information, you may at any time decline to receive such information by phoning or emailing us at [info@worldclassfnance.com.au](mailto:info@worldclassfnance.com.au). Once you have contacted us we will ensure we take all reasonable steps to meet your request within a reasonable timeframe.

## UPDATING YOUR PERSONAL INFORMATION

It is important to us that the personal information we hold about you is accurate and up to date. During the course of our relationship with you we may ask you to inform us if any of your personal information has changed.

If you wish to make any changes to your personal information, you may contact us. We will generally rely on you to ensure the information we hold about you is accurate or complete.

## ACCESS AND CORRECTION TO YOUR PERSONAL AND CREDIT INFORMATION

We will provide you with access to the personal and credit information we hold about you. You may request access to any of the personal information we hold about you at any time. We may charge a fee for our costs of retrieving and supplying the information to you.

Depending on the type and complexity of your request we may be able to respond to your request immediately, otherwise we usually try to respond to you within seven days of receiving your request. We may need to contact other entities to investigate your request, if this is the case responding to your request may take longer.

There may be situations where we are not required to provide you with access to your personal information, for example, if the information is commercially sensitive or relates to existing or anticipated legal proceedings, or if your request is vexatious.

An explanation will be provided to you if we deny you access to the personal information, we hold about you.

If any of the personal information we hold about you (including credit information) is incorrect, inaccurate, or out of date you may request that we correct the information. If appropriate we will correct the personal information. We will not charge you a fee to correct your personal information. We aim to provide you with details about whether we have corrected the personal information within 30 days of receiving your request.

We may need to consult with other finance providers or credit reporting bodies or entities as part of our investigation.

If we refuse to correct personal information, we will provide you with our reasons for not correcting the information.

## USING GOVERNMENT IDENTIFIERS

When we collect government identifiers, such as your tax file number, we do not use or disclose this information other than as required by law. We will never use a government identifier to identify you.

## BUSINESS WITHOUT IDENTIFYING YOU

In most circumstances it will be necessary for us to identify you in order to successfully do business with you, however, where it is lawful and practicable to do so, we will offer you the opportunity of doing business with us without providing us with personal information, for example, if you make general inquiries about interest rates or current promotional offers.

## SENSITIVE INFORMATION

We will only collect sensitive information about you with your consent. Sensitive information is personal information that includes information relating to your racial or ethnic origin, political persuasion, memberships in trade or professional associations or trade unions, sexual preferences, criminal record, or health and may include any information you tell us about any vulnerability you may have.

## SAFETY AND SECURITY OF YOUR PERSONAL INFORMATION THAT WE HOLD

We will take reasonable steps to protect your personal information by storing it in a secure environment. We may store your personal information in paper and electronic form. We will also take reasonable steps to protect any personal information from misuse, loss and unauthorised access, modification, or disclosure.

## COMPLAINTS

If you are dissatisfied with how we have dealt with your personal information, or you have a complaint about our compliance with the Privacy Act, you may contact us. We will acknowledge your complaint within seven days. We aim to provide you with a decision on your complaint within 30 days. We will let you know if

we will take longer than 30 days and the relevant extension of time, we will require to complete the complaints process.

If you are dissatisfied with our response after you have been through the internal complaints process, you may make a complaint to our External Dispute Resolution Scheme, the Australian Financial Complaints Authority (AFCA) which can be contacted on either [www.afca.org.au](http://www.afca.org.au) or 1800 931 678 (free call); or the Office of the Australian Information Commissioner (OAIC) which can be contacted on either [www.oaic.gov.au](http://www.oaic.gov.au) or 1300 363 992.

## FURTHER INFORMATION

You may request further information about the way we manage your personal or credit information by contacting us.

## CHANGE IN OUR PRIVACY POLICY

We are constantly reviewing all our policies and attempt to keep up to date with market expectations. Technology is constantly changing, as is the law and marketplace practices.

We may change this privacy policy from time to time or as the need arises.

You may request this privacy policy in an alternative form.

This Privacy Policy was last updated on 13 November 2020.