

Consumer Data Right Policy (CDR)

Northern Inland Credit Union Ltd ABN 36 087 650 422 AFSL & Australian credit licence 235022

About the CDR

The Consumer Data Right (CDR) was introduced by the Federal Government to give consumers more choice and control over how their data is shared.

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 services more easily. In the banking sector, this is called “open banking”.

Learn more about CDR on the Australian Competition and Consumer Commission’s (ACCC) website www.accc.gov.au and the Australian Government Consumer Data Right website www.cdr.gov.au.

About us

Northern Inland Credit Union Ltd (NICU) is a CDR participant and provides a wide range of banking and financial services.

When handling your consumer data and product data, NICU is required to comply with the CDR Laws. NICU is a Data Holder for the purposes of the CDR Laws, which means that NICU has obligations to share some of your consumer data with accredited persons at your request, or where requested by an accredited person with your consent.

NICU is not currently registered as an Accredited Data Recipient, which means that NICU cannot make requests on your behalf to receive your consumer data from other data holders, in order to provide products or services. We do not accept any requests for disclosure of voluntary data.

About this policy

This CDR Policy provides you with information about:

- The types of data that is shared through the CDR;
- How you can share your CDR data;
- How you can access and correct your CDR data; and
- How you can make an inquiry or make a complaint, if needed.

We will review this CDR Policy annually and we may make changes to it from time to time that are necessary for our business requirements or the law. This CDR Policy is separate to NICU’s Privacy Policy. To understand how NICU handles your personal information under the Privacy Act 1988 (Cth), see our [Privacy Policy](#).

Types of data available under the CDR

As a Data Holder under the CDR Laws, we are required to make available “CDR data”. CDR data means data we hold that can be requested by you under the CDR Laws. CDR data that may be accessed include:

- individual consumer data (name and contact details)
- business consumer data (organisation profile and contact details)
- account name, type and balance
- account number and features (including interest rates, fees and discounts)
- account balance and details
- transactions details (including dates, descriptions and amounts)
- direct debits and scheduled payments
- saved payees
- information about our products and services (this generally includes information about our product pricing, eligibility criteria, fees, terms and conditions of our products or service offerings).

How CDR data is shared

You may want to share CDR data with an Accredited Data Recipient so they can offer you their products or services. They will ask you for your consent to collect the CDR data and will then forward that consent on to us. We'll then contact you to verify your instructions and obtain your authorisation before releasing the CDR data.

You will need to review or refresh your consent and authorisation every 12 months, if you have not withdrawn your consent and authorisation. You can ask us to stop sharing your information at any time. When NICU has disclosed your CDR Data to the Accredited Data Recipient, we provide you with the following information through your Consumer Dashboard:

- What CDR data was disclosed, including a data range, and the frequency for ongoing disclosure if applicable
- When the CDR data was disclosed
- The Accredited Data Recipient of the CDR data

Requesting Access and/or Correction of your CDR data

You can request access to your CDR Data at any time. You can request access to your CDR Data directly, or you can authorise an authorised signatory to do so on your behalf.

If you believe your CDR data is inaccurate, you can request that we update it via internet banking or by contacting our Privacy Officer on 6763 5111 or by email at PrivacyOfficer@nicu.com.au. We will send you an acknowledgement of receipt of your contact to us, and within 10 business days, we'll let you know in writing whether we corrected your CDR data or if we found it to be accurate. We may instead provide you with a notice of why we thought a correction was unnecessary or inappropriate. There are no fees for this service.

Making a complaint

If you believe we've breached any obligation we have in relation to the Consumer Data Right, and you would like to make a complaint you can do so in person at one of our branches, by calling us on 02 6763 5111, or via email at ComplaintsOfficer@nicu.com.au. See our [Complaints factsheet](#) for more information.

If you are not satisfied with the outcome of your complaint, you can contact the Australian Financial Complaints Authority (AFCA). They provide a free and independent resolution service for individuals and small business customers.

Australian Financial Complaints Authority
Website: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678 (free call)
Address: GPO Box 3, Melbourne, VIC, 3001

If your complaint is about privacy or how we handle your CDR data, you can also contact the Office of the Australian Information Commissioner. The Commissioner can be contacted at:

Office of the Australian Information Commissioner
Website: www.oaic.gov.au
Email: enquiries@oaic.gov.au
Phone: 1300 363 992
Address: GPO Box 5218 Sydney NSW 2001