



Banking as it should be.

# **WAW CREDIT UNION CO-OPERATIVE LIMITED**

# **CONSUMER DATA RIGHT – DATA HOLDER POLICY**

POLICY AND REVIEW CONTROL SHEET

<b>Review No.</b>	<b>Date Approved</b>	<b>Changes Made</b>
1.	28 October 2021	Policy first approved.

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## **1. PURPOSE**

This Policy has information about how WAW Credit Union Co-operative Ltd (WAW) deals with data under the Consumer Data Right (CDR) regime. This Policy only applies to data under the CDR regime (CDR Data). For information about how we collect, use, hold and disclose personal information under Privacy Laws, see our Privacy Policy on our website at [www.wawcu.com.au](http://www.wawcu.com.au)

This Policy will be used whilst WAW operates only as a data holder.

If WAW becomes an accredited data recipient, a Consumer Data Right - Accredited Data Recipient Policy will be adopted.

## **2. COMMENCEMENT OF POLICY**

This Policy will commence from 28 October 2021.

## **3. SCOPE**

The Consumer Data Right was introduced by the Federal Government to give customers rights to their data. Consumer Data Right has been introduced in banking. This refers to a customer's existing banking data (eg transaction history, account types, interest rates and balances).

Consumer Data Right will grow over time, as more and more providers become accredited. As it grows, it will become more powerful for individuals and small businesses.

Under the CDR legislation, WAW customers can request access to and correct CDR Data about them. They can also authorise us to share this data with accredited persons.

## **4. REGULATORY FRAMEWORK**

- Competition and Consumer Act 2010
- Competition and Consumer (Consumer Data Right) Rules 2020

## **5. HOW YOU CAN ACCESS AND/OR CORRECT 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 accredited person to do so on your behalf.

If the CDR Data we hold is incorrect, you can ask us to correct it.

You can make a request by contacting us, by visiting one of our Service Centres, or by telephone. Contact details can be found on our website at [www.wawcu.com.au](http://www.wawcu.com.au)

If you are an individual, you may also be able to access and/or correct CDR Data that is your personal information. See our Privacy Policy [[www.wawcu.com.au](http://www.wawcu.com.au)] for more information on how you can seek to access and/or correct your personal information.

## **6. DISCLOSING CDR DATA**

We will only disclose CDR Data to an accredited person if you have authorised us to do so.

We will only disclose CDR Data as required under the CDR regime or to otherwise comply with the law. We will not accept any requests for disclosure of voluntary data.

## 7. MAKING A COMPLAINT

If you are unhappy with the way that we have dealt with your CDR Data, you can access our internal dispute resolution scheme at any time without charge. You can make a CDR complaint in the following ways:

- in person at one of our Service Centres
- by calling us on: 02 6022 8444 or 1300 366 555
- by emailing us at: [info@wawcu.com.au](mailto:info@wawcu.com.au)
- by writing to: WAWCU Contact Centre Manager  
PO Box 568  
WODONGA 3689

When you make a complaint, you will need to let us know your full name, contact details, a short description of your complaint and your desired resolution.

We aim to acknowledge your complaint within 2 business days. We will investigate your complaint and contact you if we need more information. Most complaints will be resolved within 21 days but some complaints may take up to 45 days to resolve.

How your complaint is resolved will depend on your complaint.

We are also a member of the Australian Financial Complaints Authority (AFCA). If you are not satisfied with how we handle your complaint, you can take your matter there. We will advise you at the time how you may contact AFCA.

## 8. RELATED DOCUMENTS

- WAW Privacy Policy
- WAWCU Consumer Data Right Data Holder Compliance Manual