中国银行
BANK OF CHINA

BANK OF CHINA – CONSUMER DATA RIGHT POLICY

1. About us

Our Consumer Data Right (**CDR**) Policy applies to **Bank of China (Australia) Limited** ABN 28 110 077 622 Australian Financial Services Licence and Australian Credit Licence No. 287322 (referred to as "**Bank of China**", "**we**", "**us**" and "**our**" in this CDR Policy) in its capacity as a Data Holder of CDR data. Bank of China is subject to strict standards regarding the management of CDR data, regardless of location. We take the security of your data seriously. We won't share CDR data if we believe there is a threat to the security, integrity, or stability of our technology or the technology supporting the CDR system.

2. About the Consumer Data Right

The CDR was introduced to provide customers with greater choice and control over how their data is used and disclosed. The CDR allows customers to access particular data in a usable form and to direct a business to securely transfer that data to an accredited person. The CDR is comprised of the:

- *Consumer Data Right (Authorised Deposit Taking Institutions) Designation 2019* (**Designation Instrument**);
- *Competition and Consumer (Consumer Data Right) Rules 2020* (**CDR Rules**); and
- *Treasury Laws Amendment (Consumer Data Right) Act 2019* inserted as Part IVD *Competition and Consumer Act 2010*,

  (together, **CDR Legislation**).

Put simply, under the CDR you are able to share your information (your **data**) with third parties such as other banks (or **Accredited Data Recipients**). You can decide when to share your CDR data, what CDR data you share, and with whom. In the banking sector, we call this regime 'Open Banking'.

3. About this CDR Policy

Our CDR Policy describes how we manage your CDR data and how you can access and correct your CDR data, or make a complaint (if needed) as set out in the CDR Legislation.

If you want to know more about how we handle your information at Bank of China, including how we manage your personal information under applicable Privacy Laws, see our Privacy Policy at www.bankofchina.com/au.

Bank of China may update our CDR Policy from time to time for any reason. If we do, we'll publish an updated version on our website at www.bankofchina.com/au.

4. Your privacy and the security of your information

Your privacy and the security of your information are 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 and the applicable CDR Privacy Safeguard Guidelines, Consumer Data Standards and Consumer Experience Guidelines.

5. What data will be available under the CDR?

Under the CDR, we’re required to make available specific sets of 'consumer data' for sharing:

- name and contact details (and if you are a business, information about your business);
- account information (including account name, account number and any balances and features of products you have with us);
- transaction records (including transaction date, type and amount);
- direct debits and scheduled payments;
- saved payees (your Bank of China internet banking address book); and
- information about our products and services (product specific data).

These data sets are consumer data, being information about banking products and services that relate to you as an individual or business. These data sets will be made available gradually as per the staged implementation of the CDR across Australia.

We'll only share data that we are required to share under the CDR Legislation with Accredited Data Recipients when authorised by you. This means ‘voluntary data’ (data that is not ‘required data’) will not be shared by Bank of China.

6. How does data sharing work?

You can access your Bank of China CDR data by authorising us to share this data with an Accredited Data Recipient so they can provide you with a product or service.

To share your CDR data, you must:

- be at least 18 years old;
- be registered for Bank of China's Online Banking;
- be a Business Director or Nominated Representative (if you are a non-individual customer);
- have a NetID (for non-individual customer, use your Business NetID and Business Operator NetID; and
- have an individual, non-individual account or joint account with us.

(together, the **CDR Eligible Customer Requirements**)

All joint account holders must meet the CDR Eligible Customer Requirements for data from their joint account to be shared.

How does this work?

(1) You need to give your consent to the Accredited Data Recipient to collect your Bank of China data (on their site or app), and then they will redirect you to us.

(2) We'll ask you to enter your mobile number and the NetID we have provided to you at the time of application of your Online Banking service, and then we'll send you a One Time Password to your mobile number, so we can identify you. If you are a business, you must enter your

Business NetID, Business Operator NetID and mobile number for us to identify and authenticate you.

Important: We'll never ask you to share your Bank of China Online Banking username and password with a third party. Your Bank of China Online Banking username and password should be kept private and only used to log in to your Bank of China Online Banking portal.

(3) We'll remind you what data will be collected by the Accredited Data Recipient and ask you to choose which accounts you would like to share with them.

(4) You'll be asked to authorise us to share your Bank of China data with the Accredited Data Recipient for either a single occasion, or over a period of time (of no more than 12 months).

Important: Only Accredited Data Recipients that you authorise are able to access your data under the CDR. To learn more about accreditation, go to the Accreditation Guidelines athttps://www.cdr.gov.au.

Your CDR data may also be shared by another eligible person in certain circumstances. For example:

- If you have a joint account, any account holder is able to share data from the joint account with Accredited Data Recipients (see Section 9 below).
- If you have appointed a secondary user on your individual or joint account as a data sharing delegate, that secondary user is able to share data from your account with Accredited Data Recipients. Any account holder can remove a secondary user as a data sharing delegate at any time.
- If you are a business (e.g. a company) with active Business Internet Banking access and have nominated representatives, the nominated representatives are able to share data from your account with Accredited Data Recipients. Only directors within the business can nominate or remove representatives for data sharing.

You can manage your data sharing (including making or removing secondary user and nominated representative instructions) at any time through your Bank of China CDR portal https://keymanager.bankofchina.com.au/consentmgr.

For consumers who are individuals, please note that you may also be able to access your CDR data where it's personal information. Our Privacy Policy sets out further information on how individuals can seek access to their personal information.

7. How to stop sharing?

You can stop sharing your CDR data any time. Just log on to your Bank of China CDR portal https://keymanager.bankofchina.com.au/consentmgr**.** If you experience any trouble, you can call us on 1800-095-566 (or +61 3 9670 6200 from outside of Australia), and ask us to stop sharing on your behalf.

You can also stop sharing by going to the relevant Accredited Data Recipient's site or app. You have the right to ask them to delete your data after you stop sharing.

Any joint account holder can choose to stop data sharing from the joint account at any time. If data sharing has been disabled for a joint account, and you want to enable it for data sharing, all account holders must agree and approve that request for data sharing for that account. We will provide notifications about a joint account's data sharing activity to all joint account holders. You can manage these notifications through the Bank of China CDR Portal.

Before you stop sharing your CDR data, please check with the relevant Accredited Data Recipient to understand and consider the consequences, including whether your service will be impacted if you stop sharing.

CDR data is either deleted or de-identified when it is no longer required. Accredited Data Recipients may have specific policies on how they handle your CDR data once it is no longer required. If you haven't already, you may ask the relevant Accredited Data Recipient to delete your CDR data when they no longer need it, but you should do this before you stop sharing.

8. How can you correct or amend your data?

We take all reasonable precautions to ensure that the CDR data we collect, use or disclose is accurate, complete and up to date, having regard to the purpose for which it is held.

If any of your CDR data is incorrect, call us on 1800-095-566 (or +61 3 9670 6200 from outside of Australia) to ask us to correct it. If you are a business seeking to correct your CDR data, then the nominated representative of the business, business signatory or admin user must contact us to do so.

We'll acknowledge your request as soon as possible. Within 10 business days we'll let you know in writing whether we corrected your data, or if we found it to be accurate, up to date, complete and not misleading, having regard to the purpose for which it is held. We may then provide you with a notice of why we thought a correction was unnecessary or inappropriate. There are no fees for this service.

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

For consumers who are individuals, please note that you can also seek correction of your personal information (that is also CDR data) under Privacy Laws. Our Privacy Policy sets out further information on how individuals can seek to correct or amend their personal information.

9. How can you share data relating to a joint account?

If you have a joint account with us, then you and all other account holder(s) of your joint account will need to enable data sharing, before you can share data relating to the joint account. You can indicate to us if you would like any of the following sharing options to apply (noting that the pre-approval option applies by default to all joint accounts):

(1) the pre-approval option: if all joint account holders elect this option for your joint account, then CDR data relating to the joint account can be shared in response to a consumer data request made on behalf of one joint account holder without the approval of the other joint account holder(s), but the other joint account holder(s) can revoke the pre-approval in relation to a particular consumer data request at any time;

(2) a different disclosure option; or

(3) no disclosure option.

Any joint account holder can independently apply a more restrictive disclosure option through the Bank of China CDR Portal. If a joint account holder applies a more restrictive disclosure option, then we will contact each other joint account holder to inform them of this change and explain the disclosure option that now applies as well as how the disclosure option can be changed.

If a joint account holder would like to change the disclosure option to a less restrictive option, then all account holders must agree. We will contact each other joint account holder to notify them of the proposed change and explain alternative options that are available. All joint account holders must agree to the proposed disclosure option change within the timeframe we inform them of for the change to take place.

10. How we deal with complaints

If you have any concerns about the way we handle your data, or would like to make a formal complaint, we want to make things right. The fastest way to fix a problem is to call us on 1800-095-566 (or +61 3 9670 6200 from outside of Australia). You can also go to your nearest branch and speak with one of our staff.

To learn more about our complaints process, how we work with you to resolve your complaint and what you can do if you're not happy with the outcome, see our complaints process at www.bankofchina.com/au.

11. We're here to help

If you have a question about our CDR Policy or need any help, call us on 1800-095-566 (or +61 3 9670 6200 from outside of Australia) and we'll be happy to help.

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