

Central West Credit Union Limited

CDR Policy

About this policy

This policy has information about how Central West Credit Union Limited 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 your personal information under Privacy Laws, see our Privacy Policy at www.cwcu.com.au.

About the CDR

The Consumer Data Right was introduced by the Federal Government to give customers rights to their data.

Under the CDR legislation, you can request access to and correct CDR Data about you. You can also authorise us to share this data with accredited persons.

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 branches or by telephone. Contact details can be found at this link on our website at <https://www.cwcu.com.au/contact-us/branches-and-locations>

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 <https://www.cwcu.com.au/disclosure-documents/privacy-policy> for more information on how you can seek to access and/or correct your personal information.

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.

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 branches
- by calling us on 02 6862 2788
- by email at enquiries@cwcu.com.au
- in writing to PO Box 77 Parkes NSW 2870.

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 1 business day. 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 30 days to resolve.

How your complaint is resolved will depend on your complaint. For example, we may resolve your complaint by:

- correcting any incorrect CDR data
- deleting CDR data
- formal apology

We are also a member of the Australian Financial Complaints Authority (AFCA). If you are not satisfied with how we handled your complaint, you can take your matter there. . You can submit a complaint to AFCA:

- on their website at www.afca.org.au
- by emailing them at info@afca.org.au
- by calling them on 1800 931678

If the complaint involves your personal information, you may also take your matter to the Office of the Australian Information Commissioner (OAIC). You can submit a complaint to OAIC:

- on their website at <https://forms.oaic.gov.au/forms/complaint>
- by calling them on 1300 363992