Consumer Data Right Policy

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About us

The CommBank Group provides a wide range of banking and financial services. For more information about the Group, including a complete list of Group members, see CommBank's latest Annual Report, available at **www.commbank.com.au/shareholders**

This Consumer Data Right Policy only applies to the Commonwealth Bank of Australia. It covers these registered brands under the Consumer Data Right:

- CommBank, our online banking services covering both CommBank app and NetBank
- CBA – CommBiz, CommBank's online business banking service that allows small business, corporate and institutional companies to manage their finances

In this policy, **CommBank**, **we**, **us** or **our** means the Commonwealth Bank of Australia.

About the Consumer Data Right (CDR)

The Consumer Data Right (CDR) was introduced by the Federal Government to provide customers with rights to access specified data that relates to them (CDR data) held by organisations (data holders). It allows customers to authorise the sharing of CDR data to organisations accredited by the ACCC under the Consumer Data Right (accredited data recipients), as well as providers collecting CDR data from, or on behalf of, an accredited recipient. In this policy, both are referred to as an accredited data recipient.

What does this mean?

- Where CommBank holds CDR data about you or your business, you can ask us to share that data with other accredited data recipients. In this policy, we refer to this data as your **CommBank CDR data**.
- Where a third party holds CDR data about you, you can consent for us to collect your data from the third party, so we can provide you with a product, service or feature. In this policy, we refer to this data as your external CDR data.

CDR is jointly regulated by the Australian Competition and Consumer Commission (ACCC) and the Office of the Australian Information Commissioner (OAIC). The legislative framework includes the Competition and Consumer Act 2010 and the Competition and Consumer (Consumer Data Right) Rules 2020 (**CDR legislation**).

About this policy

This policy describes your rights under the CDR legislation.

If you want to know more about how we handle your personal information at CommBank, see our Group Privacy Statement at **www.commbank.com.au/support/privacy**

Sometimes we update our CDR policy. You can always find the most up-to-date version on our website, and you can ask us to send you a copy of the latest version.

Your privacy and security

Your privacy and the security of your information is important to us. We protect your information and aim to be clear and open about what we do with it. We adhere to relevant security and privacy regulatory requirements, and maintain appropriate controls and capabilities to keep your information safe.

What data will be available under the CDR?

As a data holder under the CDR legislation, we are required to make available specific sets of data for sharing:

- Name, occupation and contact details (and if you're a business, information about your business)
- Account balance, fees, rates and features of products you have with us
- Transaction details
- Direct debits and scheduled payments
- Saved payees
- Information about our products and services

We'll share data as required under the CDR legislation and limited voluntary consumer data relating to some product information.

We share your CommBank CDR data only with your consent and we don't charge a fee for sharing your data.

There are two types of CDR data you can share:

- Sharing your CommBank CDR data
- Sharing your external CDR data with CommBank.

Sharing your CommBank CDR data

You can choose to share your CommBank CDR data with an accredited data recipient so they can provide you with a product or service (like a budgeting tool).

Sharing data for yourself or as a sole trader

- You need to give your consent to the accredited data recipient to collect your CommBank CDR data (on their site or app), then they'll redirect you to CommBank.
- We'll need to identify you first. For NetBank, we'll ask you to enter the mobile number you have registered with us. We may ask you for the last 4 digits of your NetBank ID to make sure it's really you. Then we'll send you a One Time Password which you'll find in your NetBank inbox and the CommBank app.
- For CommBiz, we'll ask you to enter your User ID. Then we'll send you a One Time Password which you'll find in your CommBiz inbox.



Important: We'll never ask you to share your NetBank ID, CommBiz User ID and password details with a third party. If you provide your NetBank or CommBiz log on details to a third party, they gain access to more than your CommBank CDR data. They can view or transact from your accounts. Sharing your NetBank or CommBiz log on details is a breach of our terms and conditions so you could be liable for losses due to unauthorised transactions on personal and business accounts where you don't take the necessary steps online. For more information, go to **www.commbank.com.au/support/security/how-to-protect-yourself.html?ei=card_Accountsecurity**.

- We'll remind you what CommBank CDR data will be collected by the accredited data recipient and ask you to choose which accounts you'd like to share with them.
- You'll be asked to authorise us to share your CommBank CDR data with the accredited data recipient for a period of time.



Important: We will only share your CommBank CDR data with accredited data recipients you authorise under the CDR legislation. To learn more about accreditation, go to **cdr.gov.au**.

To share your CommBank CDR data you'll need to be at least 18 years old, registered for online banking and have an eligible open account.

To register for NetBank, go to **www.commbank.com.au/digital-banking/netbank**.

To register for CommBiz, go to **www.commbank.com.au/support.business.commbiz.how-to-apply.html**

Sharing data from a joint account

A joint account is automatically enabled for data sharing. This means that any joint account holder is able to share data from this account with accredited organisations without further approval. Any account holder can also stop sharing data from the joint account at any time.

For accounts that are enabled, any account holder can disable the joint account from data sharing at any time. When the account is disabled, an account holder won't be able to set up new data sharing arrangements and active joint account data sharing arrangements will be paused. If the account is disabled and you want to re-enable it for data sharing, all account holders must agree and approve the request. To enable or disable a joint account for sharing, log on to the CommBank app or NetBank and go to **Joint account sharing preferences**. For CommBiz, go to **Functions, Manage Data sharing** and then **Joint account sharing preferences**.



Important: Different rules and processes for data sharing apply where one or more of the account holders is not an individual (eg because it is a company or other business structure). See the 'Sharing data for a business' section below for more details.

Delegating someone to share data on your behalf

You can choose another person as a data sharing delegate for individual and joint accounts. They must have an authority to transact on your account, be over 18 and registered for NetBank. Your data sharing delegate will then be able to set up data sharing with accredited data recipients without further approval.

For joint accounts enabled for sharing, any account holder can set up another person as a data sharing delegate without the approval of other account holders. The data sharing delegate can share data for the joint account without further approval from the other account holders. We'll let all account holders know when this happens. Any account holders will also be able to choose to stop sharing data from the joint account at any time.

Any account holder can remove a data sharing delegate from sharing at any time. To remove a data sharing delegate, log on to the CommBank app or NetBank and go to **Manage data sharing delegates**. For CommBiz, go to **Functions**, **Manage Data sharing** then **Manage data sharing delegates**.



Important: Different rules and processes will apply for delegating someone to share data on your behalf where one or more of the account holders is not an individual (eg because it is a company or other business structure). See the 'Sharing data for a business' section below for more details.

Manage your data sharing

You can log on to the CommBank app or NetBank and then go to **Open Banking data sharing** or if you use CommBiz, go to **Functions**, then **Manage Data sharing** to:

- View your data sharing
- Manage your data sharing
- Stop data sharing
- Remove your account from a data share set up by someone else

Sharing data for a business

Before you can share data for your business, you'll need to set up a business data sharing delegate in NetBank or CommBiz. They'll need to be at least 18 and registered for NetBank or CommBiz. This person will then be able to share data for your business without further approval.

To register for NetBank or CommBiz, go to **www.commbank.com.au/business/online-banking/compare-our-online-business-banking-platforms**

A business data sharing delegate can be authorised to share data for accounts that your business jointly holds with other individuals or entities.

For accounts that your business jointly holds with other individuals or entities, other account holders may not be notified if you appoint a business data sharing delegate or if your business data sharing delegate sets up new data sharing arrangements. Similarly, you may not be notified if other account holders appoint a business data sharing delegate or if that business data sharing delegate sets up new data sharing arrangements. Business data sharing delegates will have access to data sharing for all accounts that your business jointly holds with other individuals or entities.

You may also be unable to stop data from being shared from the joint account by a business data sharing delegate appointed by another account holder or remove a business data sharing delegate appointed by another account holder.

Data shared about business joint accounts by an account holder or business data sharing delegate may relate to accounts held by other account holders, even if the other account holder has not shared the data or appointed a business data sharing delegate.

How does data sharing work if you're a business data sharing delegate?

- You need to give your consent to the accredited data recipient to collect the CommBank CDR data for the business (on the accredited data recipient's site or app). Then, they'll redirect you to CommBank.
- We'll then need to identify you.
  - For NetBank, we'll ask you to enter the mobile number you have registered with us. We may ask you for the last 4 digits of your NetBank ID to make sure it's really you. Then we'll send you a One Time Password which you'll find in your NetBank inbox and the CommBank app.
  - For CommBiz, we'll ask for your User ID and then we'll send a One Time Password that can be found in your CommBiz inbox.



Important: We'll never ask you to share your NetBank or CommBiz log on details with a third party. If you provide your NetBank or CommBiz log on details to a third party, they gain access to more than your CommBank CDR data. They can view or transact from your accounts. Sharing your NetBank or CommBiz log on details is a breach of our terms and conditions so you could be liable for losses due to unauthorised transactions on personal and business accounts where you don't take the necessary steps online. For more information, go to **www.commbank.com.au/support/security/how-to-protect-yourself.html?ei=card_Accountsecurity**.

- We'll remind you what CommBank CDR data will be collected by the accredited data recipient and ask you to choose which accounts you'd like to share with them.
- You'll be asked to authorise us to share your CommBank CDR data with the accredited data recipient for a period of time.



Important: Only accredited data recipients you authorise are able to access data under the CDR legislation. To learn more about accreditation, go to **cdr.gov.au**.

For more information about how to share your CommBank CDR Data, go to **www.commbank.com.au/banking/open-banking/data-sharing-from-cba**

Our outsourced service provider

So that we can deliver products, services and features to you, we use services from third parties called "outsourced service providers" (OSPs).

We only use OSPs who have entered into written agreements with us and who have data centres located in Australia. They are not permitted to share or sell any CDR data they collect.

If we use OSPs to collect external CDR data on our behalf and we subsequently hold this external CDR data as data holder, we (and our appointed OSP) will handle your data in accordance with CBA's Privacy Statement and the relevant OSP's Privacy Statement.

Below are our OSPs, including the sort of CDR data we disclose to them, the services they provide us and whether they are accredited.

Outsourced Service Provider	Services provided
Mastercard Asia/Pacific Pty. Ltd. ("Mastercard") (Accreditation number: ADR002024) Mastercard is registered in Singapore, however, your data will remain in Australia at all times.	We use Mastercard to help us collect CDR data from data holders and manage CDR consents. This means that with your permission, Mastercard may collect customer information, product use information and information about a product on our behalf. Learn more about how they do this in their Mastercard **CDR Policy**.

Sharing your external CDR data with CBA

You can consent to share your external CDR data with us. You don't have to share data with us, and we'll always tell you the specific purpose we're asking to collect and use your data when we ask for your consent.

What data we collect and why

CBA may collect, hold and use your data to assess your financial position for any loan applications you may submit and to facilitate funding your loan account if your application is successful. We may ask for your data, including account balances, transaction, and details of products you have with other banks.

This data may also be collected and held by another entity that holds it on our behalf (for example our outsourced service providers).

Over time, we may introduce more services or features that use data from other organisations. If so, we'll update this policy with the new information.

Deleting data we've collected

You can ask us to stop collecting and using your external CDR data any time by logging on to the CommBank app and tapping on your profile, Data sharing, and then Open Banking data sharing, or in NetBank by going to Settings, Manage data sharing, and then Open Banking data sharing. You can also do this on your data holder's website or app.

If you ask us to stop collecting and using your external CDR data, or if your consent expires, we'll delete the data we collected (and any data derived from it) to the extent reasonably practicable in accordance with CDR legislation, unless we're legally required to keep it. Once our legal retention period expires, any retained CDR data will be deleted. You do not need to tell us to delete your CDR data and it will be deleted to the extent that it's irretrievably destroyed. This includes any back up CDR data.

Remember, if you withdraw your consent, it will affect the service or feature we've offered you, as we won't be able to use your external CDR data.

How we manage your data

CommBank does not collect or store your external CDR data directly - we do so using our OSPs. When our OSPs collect your external CDR data, they encrypt it and store it securely in Australia, separate from other data. This ensures your data can only be used for the purpose for which you consented.

We don't share your external CDR data with other parties (including those based overseas), other than with our OSPs.

How to correct your CommBank CDR and External CDR data

If any CommBank CDR or External CDR data is incorrect for yourself or as a sole trader, call us on **13 2221** from 8am to 8pm (AEST) to ask us to correct it. If you are an individual or sole trader on CommBiz, call us on **13 2339** at anytime to ask us to correct it.

If any CommBank CDR data is incorrect for your business, the business data sharing delegate, business signatory or CommBiz admin user must ask us to correct it. They can call us on **13 2221** from 8am to 8pm (for CommBank) or **13 2339** anytime (for CBA – CommBiz) to ask us to correct it.

Within 10 business days, we'll let you know in writing whether we corrected your CommBank CDR data or if we found it to be accurate, up to date, complete and not misleading. 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. You can see your latest data sharing details anytime by logging on to the CommBank app or NetBank and then go to **Open Banking data sharing**. For CommBiz, go to **Functions**, then **Manage Data sharing**.

If we identify that we shared incorrect CommBank CDR data with an accredited data recipient, we'll let you know as soon as possible. We'll also tell you who we shared the incorrect data with, the date it was shared and how to ask us to share the corrected CommBank CDR data.

If you're an individual, you also have the right to access and correct personal information CommBank holds about you. Refer to our Group Privacy Statement for more information at **www.commbank.com.au/support/privacy**

When we notify you

We'll notify you:

- when you set up, amend, stop data sharing and when your data sharing arrangement expires (where required)
- in the event of an eligible data breach affecting your CDR data under the Notifiable Data Breach Scheme in the Privacy Act 1988 (Cth)
- if you request we correct your CDR data
- if our CDR accreditation is surrendered, suspended or revoked

Joint account holders can manage some notifications they receive about data sharing activity by logging on to the CommBank app or NetBank and then go to **Open Banking data sharing** and then **Notification settings**. For CommBiz, go to **Functions**, **Manage Data Sharing** and then **Joint account notification settings**.

Reporting an issue

If you'd like to raise an issue or complaint, check out the **How we deal with complaints** section below.

How we deal with complaints

We want to make things right. If there's a problem with how we handle your CDR data, it's important we hear about it so we can make it right.

How to make a complaint

- Make a complaint online at **www.commbank.com.au/retail/complaints-compliments-form?ei=CTA-MakeComplaint**
- Call us on **1800 805 605** from Australia or **+61 2 9687 0756** from overseas (8am – 6pm, Mon-Fri, Sydney/Melbourne time)
- Visit one of our branches
- Write to our complaints team (no need to use a stamp) at:
  CBA Group Customer Relations
  Reply Paid 41
  Sydney, NSW 2001

  Please tell us:

  – Your name and contact details (you can make an anonymous complaint if you would prefer)

  – What your complaint is about, including the way we've handled your CDR data, what went wrong and what you'd like us to do

  – Any supporting documentation

What happens after you make a complaint?

1. We'll let you know we've received your complaint (generally by the next business day, or immediately if the complaint is made over the phone).

2. We'll assess the information we have and investigate the issue.

3. We'll work with you to find a fair outcome. The outcome will depend on the nature of the issue or complaint and could include provision of assistance and support or correction of data

4. If we're unable to do this within 30 days, we'll tell you the reason for the delay, give you a date you can expect to hear an outcome and continue to update you on our progress

If you're unhappy with our response

If you're not satisfied with the outcome of your complaint, you can lodge a dispute with the Australian Financial Complaints Authority (AFCA). They provide a fair and independent, free complaint resolution service:



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 your privacy or how we handle your CDR data, you can also contact the Office of the Australian Information Commissioner:



Website: www.oaic.gov.au



Phone: 1300 363 992



Address: GPO Box 5218, Sydney NSW 2001

To learn more, see our complaints process at **www.commbank.com.au/support/compliments-and-complaints**

How to contact us

If you have a question about our CDR Policy or need help, call us on **13 2221** from 8am to 8pm (for CommBank) or **13 2339** anytime (for CBA – CommBiz).