

Consumer Data Right Policy

July 2021



*From the world's
leading food and
agribusiness bank*



Rabobank

About this Consumer Data Right (“CDR”) Policy

This CDR Policy provides information about how Rabobank manages data under the CDR. It describes how you can access and correct your CDR data, as well as how you can make a complaint about how we handle your CDR data.

This CDR Policy covers Rabobank in its capacity as a Data Holder under the CDR. For more general information relating to your personal data, please see our Privacy Policy at www.rabobank.com.au/privacy

We can provide you with a copy of this CDR Policy electronically or in hard copy upon request.

What is the CDR and what role does Rabobank play?

The Australian Federal Government has introduced the CDR to give consumers greater control over their own data, including the ability to securely share data with a trusted third party. The CDR regime applies first to the banking sector (which is called “Open Banking”), then will apply to other industries including the energy and telecommunications sectors.

An organisation that stores CDR data is referred to in the CDR regime as a “Data Holder”.

An organisation that is authorised and accredited to receive CDR data is referred to as an “Accredited Data Recipient”.

Rabobank is required to participate in Open Banking in its capacity as a **Data Holder**.

The CDR enables clients to easily access, and then authorise Rabobank to share their data with other organisations that are accredited by the Australian Competition and Consumer Commission (“ACCC”).

What is CDR data and how do I access it?

CDR data is information we hold in digital form about our banking products and services that we offer (“**Product data**”), as well as information we hold about you as a user of our products and services and how you use them (“**Consumer data**”). We have included examples below to assist your understanding:

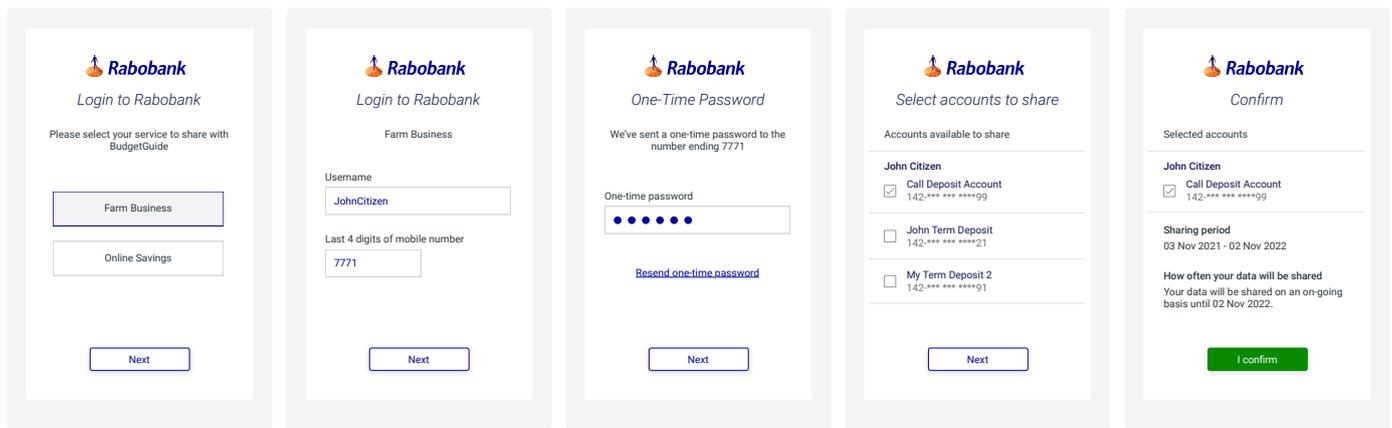
- **Product data** – this includes general information about our products and services, such as published rates, fees, features and terms & conditions of our publicly available products. This data is **not** about you or any of your accounts held with us. Product data is available to anyone.
- **Consumer data** – this includes data (including personal data) we hold about you and your use of our products and services, such as your name, occupation, contact details, account balances, transaction details, direct debits and scheduled payments, saved payees, and related information about our products and services.

Rabobank will not share your Consumer data without your consent and we are only permitted to share data through the Open Banking system with **Accredited Data Recipients** authorised by the **ACCC**.

Rabobank provides access to Product data to anyone and accepts requests for Consumer data that we are legally required to provide (“**Required Data**”).

We do not currently accept requests for other information (including Product Data and Consumer data) that we are not legally required to provide (“Voluntary Data”).

How do I participate in Open Banking?



Please note: graphics above are indicative of design

Eligible Rabobank clients will be able to easily and securely share their Consumer data with accredited organisations upon request, and maintain control of this via a new dashboard in Rabobank's online banking platform.

Certain types of Product data sharing have been available under Open Banking since October, 2020.

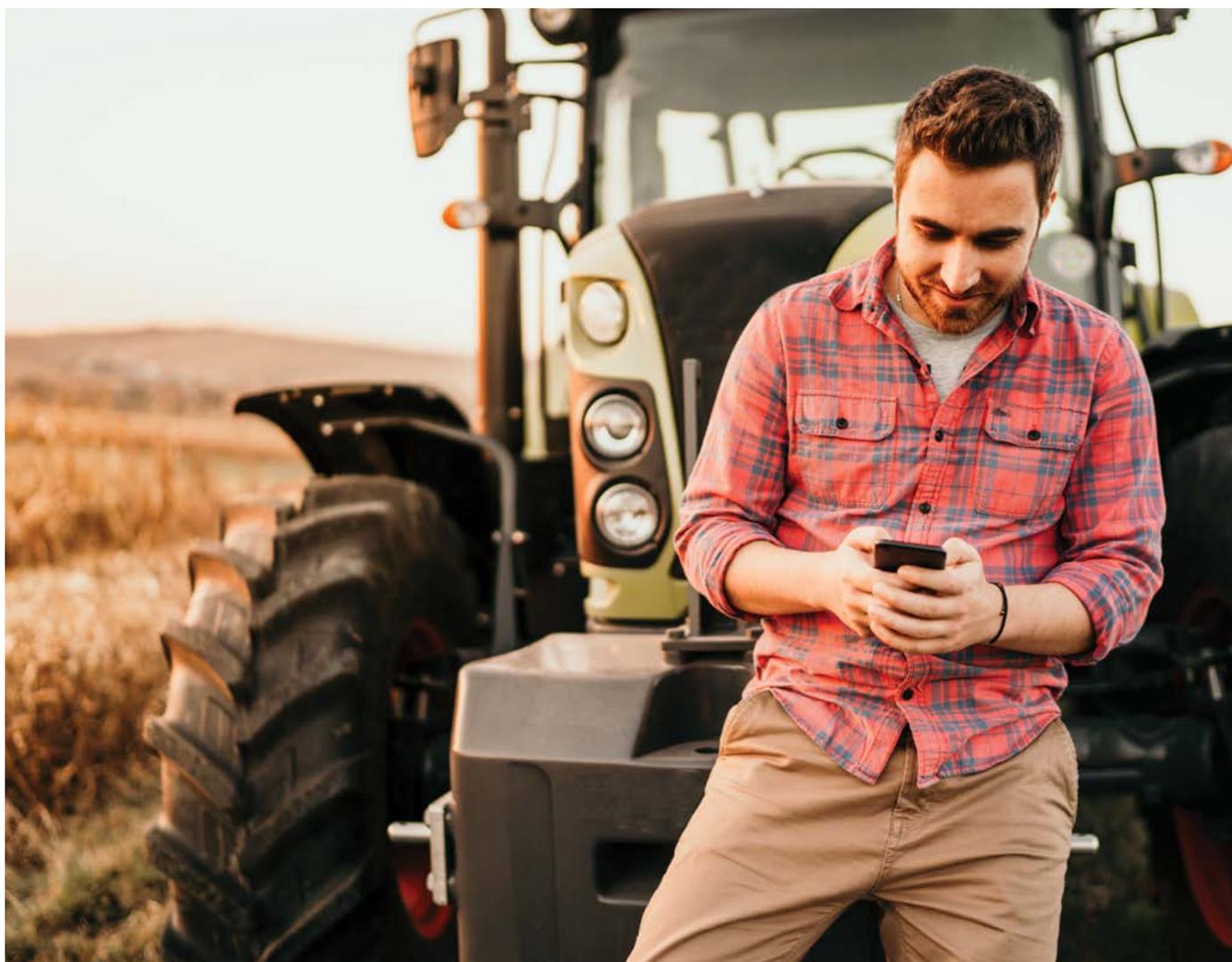
Rabobank has been working hard to make Consumer data sharing available to eligible Rabobank clients from 1 July 2021. We have not been able to meet this timeline and we are working to have this functionality available as soon as possible. We will only share your Rabobank Consumer data, upon your request, to an **Accredited Data Recipient** accredited by the **ACCC**. As part of the consent process and prior to sharing any data, Rabobank will verify that the organisation you want to share your data with is an **Accredited Data Recipient**.

When providing your consent to share your data, you will be asked to specify which data types you agree to share. You will also have the ability to withdraw your consent to share your data.

As mentioned above, certain types of product data became available under Open Banking on 1 October 2020, with further types of product data and consumer data to be made available progressively in **2021** and **2022** in accordance with government timelines. You can find out further information at www.accc.gov.au/focus-areas/consumer-data-right-cdr-0

Note: These dates may change in accordance with any further updates to the CDR Rules by the ACCC.

For further information on how and when to use Open Banking, please visit our website www.rabobank.com.au/cdr



How can I correct or amend my Rabobank CDR data?

You can ask us to correct your CDR data or amend it if you think that your CDR data has been processed incorrectly or incompletely. Please contact us (see contact details opposite) if you would like to correct or amend your CDR data.

Once you make that request, we will confirm that we have received your request by acknowledging it verbally or in writing. We will aim to correct the Consumer data within 10 business days of receiving the request, after which we will confirm the correction has been made. If we are unable to correct your Consumer data, we will tell you the reason why it was not done.

If your concerns have not been resolved to your full satisfaction, you can lodge a complaint with us. Please see the complaints section opposite on how to do this.

How can I correct or amend my Rabobank CDR data that is also personal data?

For consumers who are individuals, you also have a right to request that we change or supplement the personal data we hold about you. Please contact us (see contact details opposite) if you think there is something wrong with your personal data.

For information on how to access or correct your personal data, please visit our website www.rabobank.com.au/privacy/your-rights

How can I make a complaint about how Rabobank handles my CDR data?

If you have a general concern or complaint about the way we handle your CDR data, we want to hear from you. In the first instance, please contact us by using the details below.

Farm Business banking

You can make a complaint by:

- Phoning 1800 025 484 (free call), Mon - Fri 6am - 8pm (Sydney time) or call your local area manager. If you're overseas call: +61 2 8115 2240;
- Sending an email to sydney.client.services@rabobank.com; or
- Sending a letter in the post to Client Services Manager, Rabobank, GPO Box 4577, Sydney, NSW 2001.

Rabobank Online Savings

You can make a complaint by:

- Phoning 1800 445 445 (free call), Mon - Fri 6am - 8pm (Sydney time). If you're overseas call: +61 2 8115 2558;
- Sending an email to clientservicesAU@rabobank.com; or
- Sending a letter in the post to Client Services Manager, Rabobank, GPO Box 4577, Sydney, NSW 2001.

Should you require additional assistance to lodge your complaint, Rabobank has the following services available to you:

- Offering text telephone (TTY);
- National Relay Services (NRS); and
- Translation services.

More information on these services can be accessed at www.rabobank.com.au/inclusivity-and-accessibility

Alternative contact methods can be found at www.rabobank.com.au/contact-us

Complaints handling process

We will give you written acknowledgement of your complaint within 5 business days after receiving it, setting out how we will respond to it. We will investigate and respond to your complaint within 21 days. If we are unable to resolve your complaint within 21 days, we will tell you that we need more time to investigate the complaint. If we are unable to resolve your complaint within 45 days, we will tell you the reason for the delay, the date by which you can reasonably expect to hear an outcome of our investigation. We will also provide you with monthly updates.

If you are not satisfied with the resolution offered by Rabobank, you have the following options:

Have your complaint either reviewed by the Rabobank Customer Advocate

Email: customer.advocate@rabobank.com

Access our external dispute resolution service, the Australian Financial Complaints Authority (AFCA)

Website: www.afca.org.au

Phone: 1800 931 678

Access the Office of the Australian Data Commissioner (OAIC)

Email: enquiries@oaic.gov.au

Phone: 1300 363 992

If you're overseas call: +61 2 9284 9749

Mail: GPO Box 5218, Sydney NSW 2001

What information am I required to provide if I make a complaint?

When making your complaint via email or post, please **DO NOT** provide any confidential or account specific information. Please provide the details of your complaint, desired outcome and a number on which you would prefer to be contacted. Rabobank will contact you back on the phone and perform a security check before proceeding with your complaint.

Can Rabobank change this CDR Policy?

Yes, we review our CDR Policy on a regular basis and that means that it may change from time to time. This is possible if there are new data processes and these changes are important to you.

We will of course keep you informed of material changes to this CDR Policy. You can always find the most current version of our CDR Policy at www.rabobank.com.au/cdr

Rabobank Australia Limited
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AFSL 234 700
Australian Credit Licence: 234 700

For more information
Rabobank Australia Limited
(Farm & Agribusiness)
1800 025 484

Rabobank Online Savings
1800 445 445

www.rabobank.com.au/cdr