

Consumer Data Right Policy

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*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 by the ACCC 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:

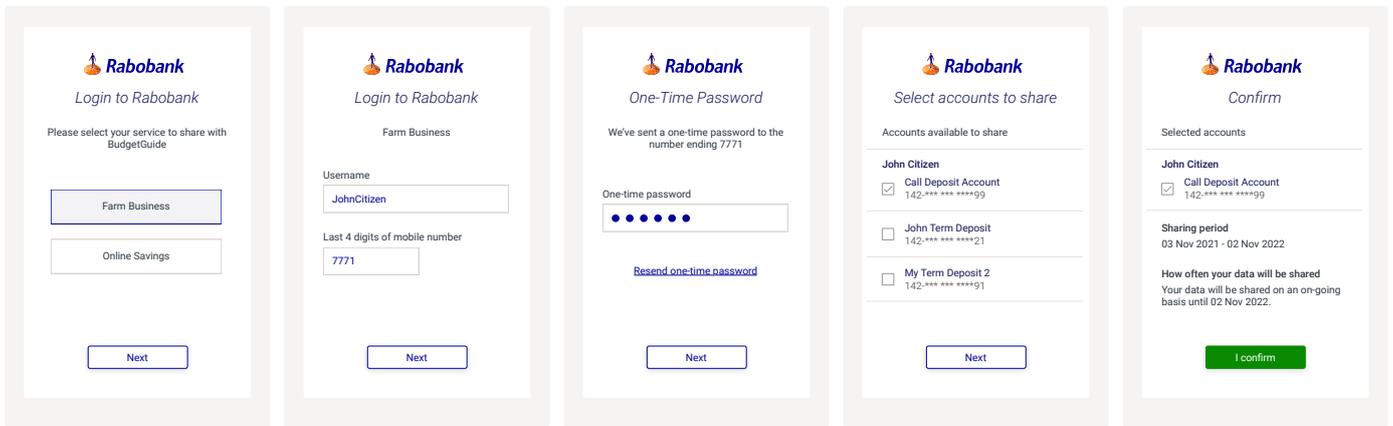
- **Product data** – this includes general information about our products and services, such as published rates, fees, features and terms & conditions of our publicly available products. This data is **not** about you or any of your accounts held with us. Product data is available to anyone.
- **Consumer 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**”). Required Product Data has been available under Open Banking since October 2020.

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 share my banking data?



Please note: graphics above are indicative of design

You can choose to share some of your Rabobank data with **Accredited Data Recipients** so they can provide you with a product or service.

We will only share your Rabobank Consumer data upon your request to an **Accredited Data Recipient**. As part of the consent process and prior to sharing any data, Rabobank will verify that the organisation you wish to share your data with is an **Accredited Data Recipient**.

You can provide your consent on the website or app of the **Accredited Data Recipient** you wish to share your Rabobank data with. This will include selecting what eligible banking data you would like to share, and the period of time you would like to share it for (e.g. for 3 months, 6 months, or up to 12 months). You can then select "Rabobank" to continue the data sharing consent process with us.

You will then be redirected to Rabobank so you can set up data sharing in just a few steps as outlined above. You will also have the ability to withdraw your consent to share your data.

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 how 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 (Rural Banking) clients

- Visit our website and complete our online form: www.rabobank.com.au/compliments-and-complaints
- Phone: 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
- Email: Sydney.client.services@rabobank.com
- Mail: Client Services Manager, Rabobank, GPO Box 4577, Sydney, NSW 2001
- Call or visit your local branch and speak directly to your Rural Manager or contact your local Rabobank branch. Often a discussion with a staff member who is familiar with your business can provide a quick resolution. If you are not satisfied or uncomfortable addressing your complaint with your local team, you can ask to speak to a Branch Manager or Regional Manager by contacting your local Rabobank branch on 1300 30 30 33

Rabobank Online Savings clients

- Visit our website and complete our online form: www.rabobank.com.au/compliments-and-complaints
- Phone: 1800 445 445 (free call), Mon - Fri 6am - 8pm (Sydney time). If you're overseas call: +61 2 8115 2558
- Email: clientservicesAU@rabobank.com
- Mail: Client Services Manager, Rabobank, GPO Box 4577, Sydney, NSW 2001

When sending your message to us, please include your name, address and contact details, as well as your complaint and what action(s) you have taken (e.g. requested your card to be stopped with the Merchant). Also let us know what you would like to see as an outcome.

For security reasons, please DO NOT provide any confidential or account specific information via email or post.

Our Client Services specialists will aim to promptly resolve your complaint and/or any issues identified. If more action is needed, they will escalate the matter to the appropriate person.

If your complaint is about the processing of your personal data, please refer to our Privacy Policy on www.rabobank.com.au/privacy.

Will Rabobank provide additional assistance to make a complaint?

Should you require additional assistance to make your complaint, Rabobank has the following services available to you.

National Relay Service (NRS)

A Government initiative that offers phone service for people who have speech and hearing impairments. It is available free of charge through the following channels by:

Phone

Voice Relay number: 1300 555 727

SMS Relay number: 0423 677 767

Talk to Text number: 133 677

Internet

National Relay Chat Call services:

<https://nrschat.nrsconnect.gov.au/nrs/internetrelay>

National Relay service (SMS): www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service

Free translation services are available to you, if you have limited English, where you can get the help of a translator or interpreter (telephonically or face to face) to help you lodge your complaint. Please contact us and we will make the necessary arrangements for a translator or interpreter through National Accreditation Authority for Translators and Interpreters (NAATI).

What is the Rabobank complaint management process and how long it will take to respond to my complaint?

We will give you written acknowledgement of your complaint within 24 hours (one business day), of receipt of your complaint.

We will investigate and respond to your complaint within 30 calendar days.

If we are unable to resolve your complaint within 30 calendar days, we will tell you:

- The reasons for the delay;
- Your right to complain to Australian Financial Complaints Authority (AFCA) and/or the Office of the Australian Information Commissioner (OAIC) (if the complaint relates to your personal data); and
- Contact details of AFCA and OAIC.

In limited circumstances, we may need more time to resolve your complaint. If that's the case, we will inform you of the reasons for the delay, provide you with monthly updates and specify a date by which we will provide you with a resolution.

What if I am not happy with the resolution of my complaint?

If you are not satisfied with the resolution offered or if your complaint is not resolved within 30 calendar days, you have the following options:

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 Information 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

AFCA provides a free and independent service to resolve complaints by consumers and small businesses about financial services firms where that complaint falls within AFCA's terms of reference. Decisions made by AFCA are binding on us. However, time limits may apply to complaints to AFCA so you should act promptly or consult the AFCA website to find out if or when the time limit relevant to your circumstances expires. For more information, please refer to AFCA's brochure 'How to Resolve your Dispute' from AFCA website or request a copy of this brochure from one of our staff members.

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
ABN 50 001 621 129
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