

Credit Reporting Policy

Last Updated: March 2018

*Your privacy is important. This information explains how we comply with Australian privacy requirements when we deal with your credit-related information. Please read this information carefully as it includes **notifiable matters** that must be disclosed to you.*

Layaway Depot Pty Limited (ACN 165 233 947) (referred to as "**Layaway Depot**", "**we**" and "**us**") may collect personal information about you when you apply for credit from us.

This Policy applies to our collection, use and disclosure of your credit-related information in connection with any credit services we may offer you. Unless you give us your consent to do otherwise, we will only collect, use and disclose your credit-related information in accordance with this Credit Reporting Policy. Where we collect any personal information not related to our retail credit services, we abide by our general Privacy Policy available at <https://www.layawaydepot.com.au/privacy/policy>.

Layaway Depot abides by Part IIIA of the *Privacy Act 1988* (Cth) ("**Privacy Act**"), the *Privacy Regulation 2013* (Cth) and the Privacy (Credit Reporting) Code 2014 (together, the "**Credit Reporting Privacy Laws**"). You can obtain information about the Credit Reporting Privacy Laws and your privacy rights at the "Credit reporting" page of the website of the Office of the Australian Information Commissioner at <http://www.oaic.gov.au/privacy/privacy-act/credit-reporting><http://www.oaic.gov.au/privacy-portal/>.

What information do we collect and hold?

We primarily collect information from you that is necessary for us to assess any application for credit you may make, and provide any credit services to you.

The information we collect, hold and use is defined in the Privacy Act as "credit information".

The kinds of "credit information" we collect from you and hold may include:

- identification information, including your name, address, date of birth, gender and contact details (telephone numbers and email address); and
- details of your credit history with us (including any repayments that you have missed, late repayments that you have made).

Layaway Depot regularly shares information with related organisations in New Zealand.

We do not collect credit eligibility information (such as credit reports) from any Credit Reporting Body ("**CRB**") in relation to any applicant for credit.

How do we collect and hold your credit information?

We usually collect credit information in the following ways:

- directly from you, either in person, in documents (such as application forms), by email or via the Layaway Depot website;
- from publicly available resources; and
- from our own records of how you purchase products from Layaway Depot.

We hold credit information in hard copy and electronic files.

If your credit information is no longer needed, Layaway Depot will take reasonable steps to destroy or permanently de-identify it.

What are the purposes for which we collect, hold, use and disclose your credit information?

We collect, hold, use and disclose your credit information where we have offered a credit arrangement to you. The purposes for which we collect, hold, use and disclose your credit information may include:

- to assess any application that you make to us for credit;
- to administer and manage the products and services we provide to you, including to collect payments that are owed to us in relation to any credit that we have provided to you;
- to deal with access requests, complaints or regulatory matters relating to credit or credit reporting;
- as required or authorised by law or otherwise as permitted under the Credit Reporting Privacy Laws.

If you choose not to provide us with credit information, we may not be able to process your application for credit and/or provide you with access to a Layaway Depot credit service.

We do not disclose credit information to any CRB.

To whom do we disclose credit information?

We will only disclose credit information for the purpose for which it was collected or in the following circumstances:

- where required or authorised by law or otherwise as permitted under the Credit Reporting Privacy Laws;
- where you consent or have authorised a third party to consent to the disclosure.

Cross-border disclosure of credit information

We may disclose your credit information to organisations and agencies based overseas that are used by us in the administration of your account with us. These organisations and agencies include IT service and software suppliers and our debit banking merchants based in New Zealand. Where we do so, we will do so in accordance with this Policy and the Privacy Act. We will take steps to ensure either that the country in which the organisation or agency is located has similar laws to

protect your privacy or that we enter into a contractual arrangement with the organisation or agency to ensure the protection of your privacy.

How secure and accurate is your credit information?

We will take reasonable steps to ensure that all credit information we hold is:

- a) accurate, complete, up-to-date, relevant and not misleading;
- b) stored in a secure environment; and
- c) protected from misuse, interference and loss as well as unauthorised access, modification or disclosure.

If any of your details change, please let us know as soon as possible by using the contact details below so we can maintain the accuracy of your credit information.

How can you access and correct your credit information?

You have a right to access to seek to correct the credit information that we hold about you.

We will comply with any request to access your credit information that you send us by email at privacy@layawaydepot.com.au, except where the Credit Reporting Privacy Laws allow us to refuse to do so. We will require reasonable evidence of your identity before providing any such access to you. We do not impose any charge for a request for access, but we may charge you a reasonable fee for our costs associated with providing you with access and retrieval costs.

You also have the right to ask us to correct credit information about you that is inaccurate, incomplete, out-of-date, irrelevant or misleading. Were we hold that information, and agree that the information needs to be corrected, we will correct that information within 30 days or any longer period to which you may agree. If we refuse to correct your credit information as requested, we will within a reasonable period after our decision to refuse to correct the information (usually within 5 business days):

- notify you in writing that the correction has not been made and the reasons for not correcting the information; and
- inform you that if you are unsatisfied with our response to your request, you may make a complaint to the Office of the Australian Information Commissioner.

How can I contact Layaway Depot?

You may wish to contact us to ask questions about how we deal with your credit information. You may also complain about any failure by us to comply with the Credit Reporting Privacy Laws. You may do so by contacting our Privacy Officer as follows:

Mail: Layaway Depot Pty Ltd
6/211 Logan Road
WOOLLOONGABBA QLD 4102
AUSTRALIA
Attention: Privacy Officer

E- mail: privacy@layawaydepot.com.au

Phone: (07) 3088 4864

For complaints about privacy, we will establish in consultation with you a reasonable process, including time frames, for seeking to resolve your complaint.

Australian Information Commissioner

If you are not satisfied with the way in which we handle your enquiry or complaint, you can contact the Office of the Australian Information Commissioner on Tel: 1300 363 992 or email: enquiries@oaic.gov.au.

Changes to this Credit Reporting Policy

This is our current Credit Reporting Policy outlining our credit information management practices. This Policy replaces any other privacy policy published by us to date. We may vary this policy from time to time. We encourage you to review the Layaway Depot website regularly to ensure that you are aware of our current Credit Reporting Policy.

