

# Consumer Data Rights Policy

## Understanding the Consumer Data Right

The Consumer Data Right (CDR) is designed to give you greater control of your data to increase competition, and encourage innovation in the Australian economy.

The CDR allows you to access and authorise Central Murray Credit Union Limited (CMCU) to share selected banking data for specific purposes with accredited organisations.

You can decide when to share your CDR data, what CDR data you share, and with whom.

It is available to many today, if you are:

- An individual over 18 years old, including a business, and
- Have an online account with a banking institution.

## About this document

This policy explains how CMCU will manage your CDR data and describes how you can access and correct your CDR data, or make a complaint, if needed.

This policy only applies to data under the CDR regime. For information about how we collect, use, hold and disclose your personal information under Privacy Laws, see or [Privacy Policy](#)

## What our CDR Policy means for you

The CDR was introduced by the Federal Government to give customers rights to their data.

CMCU holds data about our members that we are required to by legislation to. It helps us provide members with product and services, and so we can continue to improve our banking services.

Some of this data is classified as 'CDR Data' and as a result, this makes us a 'data holder'.

**Data holder** – CMCU is currently a data holder. As a data holder, we will share your data with an accredited organisation only when you authorise us to do so.

**Data recipient** – these include accredited organisations (e.g., other banks and financial services organisations) which have your consent to collect and use your CDR data.

It is important to know that when you provide consent to an accredited organisation to collect and use your CDR data, you enter into an agreement with them.

Before providing consent, you may want to find out more about how the accredited organisation will manage the CDR data they collect, and give them clear instructions as to whether you want your CDR data deleted or de-identified.

## Requesting your CDR Data

We will only disclose CDR data to an accredited organisation if you have authorised us to do so. This will be done securely and swiftly with an accredited organisation.

This data is classified as your 'required consumer data' and includes:

- Contact details
- Account information
- Transaction records
- Product specific data

Upon request, we will also share 'required product data' with you or an accredited organisation. This information is not about you or your products, but is public information about our products such as debit cards, deposit and transaction accounts.

We will share CDR data as required by CDR legislation. Any data beyond this will not be shared under CDR. We will not accept any requests for disclosure of voluntary data.

You can withdraw your authorisation to share data at any time through your CMCU internet banking login or the CMCU App. You can also call us on 03 5744 3713 or by visiting our Yarrawonga Branch.

We take the security of your data seriously. We won't share CDR data if we believe there is a threat to security, integrity, or stability of our technology or the technology supporting the CDR system.

## Notifications and Corrections

### Receiving Notifications from CMCU

There are several occasions when you will receive notifications from CMCU. If you've authorised us to share your CDR data (e.g., your account or transaction data) with an accredited organisation, you will be notified by an update to your login on CMCU internet banking or CMCU App.

This is where you can check what type of data was shared, when it was shared, and with whom.

### Requesting correction of your information

It's important to keep your CDR data up-to-date. If you believe that your CDR data is inaccurate, incomplete or out-of-date, call 03 5744 3713 or email [info@cmcu.com.au](mailto:info@cmcu.com.au), and we will update it punctually.

If you'd like us to correct any information we have shared under the CDR, we will do so. If you would like for your updated data to be shared, please contact the original accredited organisation to make another request.

If we don't agree the information is inaccurate, we will tell you why and what you can do if you are unsatisfied with our response.

## 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 our branch
- By calling us on 03 5744 3713
- By email at [info@cmcu.com.au](mailto:info@cmcu.com.au)
- In writing to Central Murray Credit Union Limited, 58 Belmore Street, Yarrawonga Vic 3730

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.

### Here's how we respond to complaints

We will do our utmost to:

### Respond within 1 business days

We will acknowledge your complaint within 1 business day.

### Resolve your complaint

We will aim to resolve your complaint within 5 business days. If this isn't possible, we will contact you within that time to let you know how long it will take.

### Investigate your complaint

We will investigate your complaint and contact you if we need more information.

### Make a decision about your complaint

We will advise you of our decision and explain this decision to you.

If you are not satisfied with how we handled your complaint, you can take your matter further. We will advise you at the time how you may contact AFCA.