

# IMB Privacy Notice

This Notice provides you with an overview of how IMB Ltd (“we”, “us”, “our”, “IMB”) handles your personal information. Our Privacy Policy provides additional information such as how you can ask for access to personal information (including credit related personal information) we hold about you and how to seek correction of that information. It also explains how you can complain about our handling of your personal information (including credit related personal information) or a breach of the Privacy Act or the Privacy (Credit Reporting) Code and how we will deal with your complaint.

Our Privacy Policy is located at [www.imb.com.au/privacy](http://www.imb.com.au/privacy), or can be obtained by calling us on 133 462 or by visiting one of our branches.

## **We may collect and use your personal information (including credit related personal information):**

- to provide you with information about a product or service;
- to assess any application for a product or service;
- to provide, manage and administer the products and services you seek;
- to communicate with you about us and our products and services;
- as required under various Australian laws and regulations including the Anti-Money Laundering and Counter Terrorism Financing Act 2006 and the National Consumer Credit Protection Act 2009.

If you do not provide some or all of the information requested we may not be able to provide you with products and services.

We may also collect information about how you use our website or other websites containing IMB information or advertisements. We use this information to help us better tailor our services to you. Generally this information is derived from cookies and does not identify you. Please refer to our Website Policy at [www.imb.com.au/privacy](http://www.imb.com.au/privacy) for information about how we use cookies. If we do identify you with this information, we will only use or disclose it in accordance with our Privacy Policy and the Australian Privacy Principles.

## **We will generally only collect your personal information directly from you. Sometimes we may obtain your personal information from third parties, such as:**

- our related entities – to better manage our relationship with you;
- our alliance partners (such as insurance providers) where you have obtained a product or service – to provide you with information about products and services we think may be of interest to you;
- marketing companies – who have provided us with your contact information so that we can tell you about our products and services;
- credit reporting bodies; and
- other credit providers.

## **We may disclose your personal information to:**

- a related entity, subsidiary or joint venture company;
- our alliance partners such as insurers, credit card and other financial service providers;
- organisations who perform services on our behalf including but not limited to mailing services, payment processing services, document storage services, data verification services, information technology support services including for the purpose of systems development, property valuers, rating agencies, debt collection services (if you do not make repayments in accordance with your credit contract), insurers and reinsurers (including mortgage insurers), organisations that assist in the identification, investigation and prevention of fraud or unlawful activity and professional advisers including accountants, lawyers and auditors;
- your representative, for example a lawyer, financial adviser, superannuation fund representative, broker or someone you have appointed to act on your behalf;
- your referee(s) or employer(s), a joint borrower(s) or account holder(s) or a proposed guarantor;
- Government and regulatory authorities (including state and territory credit assistance schemes and external dispute resolution schemes) if required or authorised by law;
- credit reporting bodies; and/or
- other credit providers and their professional advisors.

We may disclose your personal information overseas. Refer to our [Privacy Policy](#) for the locations to which we are likely to disclose your personal information. If we do disclose personal information outside of Australia, we will only do so as required, and in accordance with our [Privacy Policy](#).

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## Marketing

We would like to keep you up to date on the products and services we offer, including those issued by our alliance partners such as insurers, credit card and other financial services providers, which we consider may be of interest to you. To do this we may communicate with you, including by using any email address, mobile phone number or the details of any other electronic medium you have provided to us. You can opt out of receiving these communications at any time by calling 133 462 or visiting an IMB branch. In addition you can unsubscribe from email and SMS communications by visiting [www.imb.com.au/unsubscribe](http://www.imb.com.au/unsubscribe).

## Credit Reporting Bodies

When you apply for credit from IMB, we may exchange your personal information, including credit related personal information, with credit reporting bodies such as Equifax, illion or Experian Australia. You can view their privacy policies, obtain a copy of your credit report, or contact them directly:

- Equifax (formerly Veda) - [www.equifax.com.au](http://www.equifax.com.au), phone 138 332;
- Experian Australia - [www.experian.com.au](http://www.experian.com.au), phone 1300 783 684;
- illion (formerly Dunn & Bradstreet) - [www.checkyourcredit.com.au](http://www.checkyourcredit.com.au), phone 1300 734 806.

Credit reporting bodies may include your personal information in reports that they provide to other credit providers to assist them to assess your credit worthiness.

IMB does not need your consent to disclose personal information about you to a credit reporting body for an information request. A record of the information request may be used and disclosed by the credit reporting body or a credit provider for assessing your credit worthiness, but only as allowed by the Privacy Act, regulations and the Privacy (Credit Reporting) Code. This includes calculation of a credit score or credit rating. The information request may affect your credit score or credit rating. The impact on your credit score or credit rating will depend on the type and amount of credit you apply for, the frequency of requests, and your credit history.

A credit reporting body may provide us with credit related personal information about you that we may use to help assess your application and your creditworthiness and for the other reasons set out in the IMB Privacy Policy. If you do not meet your repayment obligations under a credit contract or we reasonably believe you have committed a serious credit infringement, we may be entitled to disclose the details to a credit reporting body. Further details about IMB's interactions with credit reporting bodies appear in the IMB Privacy Policy.

If you believe, on reasonable grounds, that you have been, or are likely to be, the victim of a fraud (including identity theft) you have the right to request a credit reporting body to not provide your credit related personal information to credit providers such as IMB for a period of 21 days. This is known as a ban period. You may also request that a credit reporting body not use your credit related personal information for marketing purposes.

### If you would like more information, you can contact us as follows:

- Mail: Privacy Officer  
PO Box 2077  
Wollongong NSW 2500
- Phone: 133 462
- Online: [www.imb.com.au](http://www.imb.com.au), using our [online enquiry form](#).

## AUTHORITIES, ACKNOWLEDGEMENTS AND CONSENTS FOR CREDIT RELATED PERSONAL INFORMATION

### Giving credit information to a credit reporting body

**I acknowledge** that, under the Privacy Act IMB may give a credit reporting body personal information relating to me. The information may include, without limitation:

- identity particulars (for example my name, sex, date of birth, address and employment details);
- the fact that I have applied for credit and the amount;
- the fact that IMB is a current credit provider to me (which may include the date my account was opened, the type of credit provided, the maximum credit limit, repayment terms and the date my account was closed);
- details of payments which become overdue more than 60 days and for which collection action has commenced;
- advice that payments are no longer overdue;
- in specified circumstances, that in the opinion of IMB, I have committed a serious credit infringement;
- that credit provided to me by IMB has been paid or otherwise discharged; and
- repayment history information.

### Obtaining credit information about you

**I acknowledge** that if IMB thinks it necessary to assess my application for credit or to conduct subsequent reviews, subject to Privacy Act requirements, IMB can get credit reporting information about me from credit reporting bodies or other businesses that provide information about credit worthiness, containing personal credit reporting information and commercial credit reporting information.

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## Exchange of references between Credit Providers

**I agree** that to enable IMB to assess my application for credit and to conduct subsequent loan reviews, I authorise IMB, subject to Privacy Act requirements, to give to and seek from any credit provider named in this credit application and any credit provider that may be named in credit reporting information obtained from a credit reporting body, information about my credit arrangements or standing.

I understand that this information may include any information about my credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to give or receive from each other under the Privacy Act.

I understand that the information provided by me in this loan application and information obtained by IMB in accordance with this Privacy Notice may, in addition to any purpose listed elsewhere in this Privacy Notice and subject to the Privacy Act, be used or disclosed, without limitation, for the following purposes:

- to assess this application for credit;
- in certain circumstances, to conduct subsequent loan reviews;
- to collect overdue payments from me;
- in certain circumstances, to notify a credit reporting body, a debt collection service and/or other credit providers of a default by me;
- in certain circumstances, to notify a credit reporting body that I have committed a serious credit infringement;
- for marketing purposes, including but not limited to credit pre-screening purposes;
- to exchange information with other credit providers as to the status of this loan where I am in default with any other credit provider;
- to assess my creditworthiness; and/or
- for any other lawful purpose stated in this Privacy Notice.

## Exchange of information with insurers

**I authorise** a mortgage or trade insurer to obtain credit reporting information about me from credit reporting bodies and IMB to disclose credit reporting information or other information to a mortgage or trade insurer to assess whether to insure IMB for the credit given to me or to assess the risk of default by me on the credit or for any purpose arising under the contract of mortgage or trade insurance between IMB and the insurer.

## Confirmation of employment/income details

**I authorise** IMB to confirm my employment and income details from any employer, accountant, or tax agent named in this application.

## Information to guarantors

**I authorise** IMB to give to the guarantor(s) or potential guarantor(s) of credit provided to me by IMB:

- personal information about my creditworthiness, credit standing, credit history, credit capacity or other relevant information relating to the credit facilities the subject of the guarantees(s);
- a copy of any agreement guaranteed or to be guaranteed by the guarantor (whether signed or unsigned);
- a copy of any notice sent to me (including a formal demand); and
- if the guarantor requests, a copy of the latest statement for my credit or other facility which they guarantee.

## Information to advisers

**I authorise** IMB to give to any broker, financial consultant, accountant, lawyer, or any other adviser acting for me:

- personal information about my credit worthiness, credit standing, credit history, credit capacity or other relevant information relating to the credit provided to me by IMB;
- a copy of any agreement for the provision of credit (whether signed or unsigned);
- a copy of any notice sent to me (including a formal demand); and
- if the adviser requests, a copy of the latest statement for my credit or other facility.

## Exchange of information

**I authorise** IMB to give to and seek from:

- any broker, financial consultant, accountant, lawyer, or any other adviser acting for me;
- any of IMB's related entities; and/or
- any of my related entities,

any personal information about me that is necessary in relation to one of the purposes specified in this Privacy Notice.

If I am a loan applicant, I also authorise IMB to disclose my personal information to other joint loan applicants.

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## Exchange of information for securitisation purposes

**I authorise** IMB to give to and seek from any persons or entities involved in securitisation arrangements, any report or information about me in relation to credit provided to me, including any information about my creditworthiness, credit standing, credit history or credit capacity. Securitisation arrangements may include purchasing, funding, managing or processing credit.

## Electronic verification

**I authorise** IMB to disclose my name, residential address and date of birth to a credit reporting body for the purposes of asking the credit reporting body to assess whether the personal information disclosed matches (in whole or part) personal information about me held in their records (if any) in order help verify my identity.

The credit reporting body may prepare and provide IMB with an assessment by using the personal information about me and the names, residential address and dates of birth contained in its records about other individuals.

If I do not consent to IMB verifying my identity by electronic means, IMB will provide me with an alternative verification process.

Note: if you do not consent to your personal information being used for electronic verification purposes, please contact us for further information.

## Credit pre-screening

**I authorise** IMB to disclose my personal information to a credit reporting body for the purposes of credit pre-screening. Credit pre-screening is a service provided by credit reporting bodies which uses information held by the credit reporting body to screen out individuals who do not meet criteria set by IMB when we wish to send direct marketing material about our credit services.

For information about how to opt out of credit pre-screening specifically or IMB direct marketing generally, please see the Marketing section above.

## Personal information about third parties

**I represent** that, if at any time I supply IMB with personal information about another person, I am authorised to do so. I agree to inform that person of the:

- fact that their personal information has been collected by IMB;
- circumstances of that collection; and
- contents of IMB's Privacy Notice above (also available at [www.imb.com.au/privacy](http://www.imb.com.au/privacy)).

If I am a joint loan applicant I will also make that person aware that their personal information may be disclosed by IMB to the other joint loan applicants.

## Duration

**I agree** that if IMB gives me the credit applied for in the application, or which I have agreed to guarantee if I am the proposed guarantor, these acknowledgments and consents continue until the credit is repaid.

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