PRIVACY ACKNOWLEDGEMENT AND CONSENT

Heritage Bank

Privacy acknowledgement and consent

Date _____ Account Number _____ L Type/s _____

Each applicant and guarantor must read this form and sign the declaration at the end. By signing at the end, each applicant and guarantor consents to the use and disclosure of their personal information and credit-related information as outlined in this form.

Privacy Act 1988 (Australia)

APPLICANTS AND GUARANTORS: How we handle your personal and credit-related information

Heritage and People's Choice Limited ABN 11 087 651 125, AFSL 244310 and Australian Credit Licence 244310 ("Heritage", "we', "us", "our") and its related and associated entities may collect, use, hold and disclose personal information and credit-related information about you for the purposes of processing your application for credit, arranging or providing credit to you, assessing whether to accept a guarantee of credit from you, managing that credit, direct marketing of products and services by us, complying with laws, managing our relationship with you, and allowing us to perform administrative tasks. We may collect this information from you or from third parties.

We are also required to collect your personal information to comply with our obligations under Australian law, including the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth).*

Credit information includes information such as your identity information, the type, terms and maximum amount of credit provided to you, repayment history information, financial hardship information, default information (including overdue payments), court information, new arrangement information, personal insolvency information, and details of any serious credit infringements. Credit eligibility information is credit reporting information supplied to us by a credit reporting body and any information that we derive from it. Collectively, we refer to this as credit-related information.

Personal information includes any information or an opinion about an identified individual or an individual who is reasonably identifiable. The kinds of personal information we may collect about you include your name, date of birth, address, account details, occupation, and any other information we may need to identify you, including publicly available information from public registers and social media. If you are applying for finance, we may also collect the number and ages of your dependants and cohabitants, the length of time at your current address, your employment details, and proof of earnings and expenses. If you use our website or mobile applications, we may collect information about your location or activity, including IP address, telephone number and whether you have accessed third party sites, the date and time of visits, the pages that are viewed, information about the device used, and other user location information. We may collect some of this information using cookies - for more information, please see our Heritage Bank Privacy Policy ("Privacy Policy").

Access to personal information and Privacy Policies

You may gain access to the personal information and credit-related information that we hold about you or obtain a copy of our Privacy Policy which contains credit reporting information at www.heritage.com.au or by contacting us on 13 14 22. Links to the Privacy Policies and credit reporting policies of our Mortgage Insurers and credit reporting bodies **"CRBs"** are contained on their respective websites. These privacy policies and credit reporting policies contain information about how you may access or seek correction of your personal information and credit-related information, how that information is managed, how you may complain about a breach of your privacy, and how that complaint will be dealt with. They also contain information on 'notifiable matters', including things such as the information we use to assess your creditworthiness, the fact that CRBs may provide your personal information and credit-related information to credit providers to assist in an assessment of your credit worthiness, what happens if you fail to meet your credit obligations or commit a serious credit infringement (including our right to report a default or a serious credit infringement to CRBs), your right to request that CRBs not use your credit-related information for the purposes of pre-screening credit offers, and your right to request a CRB not to use or disclose credit-related information about you if you believe you are a victim of fraud.

Credit Reporting Bodies

We and our Insurers may exchange your personal information and credit-related information with the CRBs listed below. The information may be included in reports that the CRBs give other organisations (such as other lenders) to help them assess your credit worthiness. Some of the information may adversely affect your credit worthiness (for example, if you have defaulted on your loan) and, accordingly, may affect your ability to obtain credit from other lenders.

The CRBs with which we may exchange your personal information include:

Equifax
Level 15 100 Arthur Street, North Sydney NSW 2060
Phone: 13 83 32
Website: www.equifax.com

Dun and Bradstreet (Australia) Pty Ltd
trading as Illion Australia
Ground Floor
479 St Kilda Road Melbourne VIC 3004
Phone: 13 23 33
Website: illion.com.au

Experian Australia Credit Services Pty Ltd
PO Box 1969
North Sydney NSW 2060
Phone: 1300 783 684
Website: www.experian.com.au

You may obtain a copy of any of these CRBs' privacy policies at the above websites or by contacting them using the details provided.

Consumer and commercial credit-related information

We may exchange your commercial and consumer credit-related information with entities listed in this form to assess an application for consumer or commercial credit and manage that credit. In particular, we can obtain credit-related information about you from a CRB providing both consumer and commercial credit-related information.

You may request a CRB not to disclose your information because you have been or are likely to be a victim of fraud, which may result in a "ban period" being in force regarding disclosure of your consumer credit report. You agree that we may obtain a consumer credit report even if a ban period is in place:

- if you apply for credit during a ban period;
- to manage credit provided to you; or
- to collect overdue payments relating to credit you owe.

Exchange information with credit providers

We and the Insurers listed below may exchange your personal information and credit-related information with other credit providers for the purposes of assessing your creditworthiness, credit standing and credit history or credit capacity, as well as assisting you to avoid defaulting on your credit obligations. We may also notify other credit providers of a default made by you.

Disclose information to guarantors

We and the Insurers listed below may disclose your personal information and credit-related information, including credit eligibility information, to any person who proposes to guarantee or has guaranteed repayment of any credit provided to you or who indemnifies you in any way.

This can happen before, during or after the provision of credit (commercial or consumer) to you.

The information given can include anything about your creditworthiness, credit standing, credit history or credit capacity that credit providers can disclose under the Privacy Act.

You agree that we can disclose your information to those persons to keep them informed about the loan, including when the amount of credit provided to you is being, or may be, increased.

In particular, you agree that we can disclose your consumer credit report and related information when the information is given:

- for the purpose of the person deciding whether to become a guarantor or offer security for your loan;
- to a person who has provided security for your loan; or
- to an existing guarantor for the purpose of enforcing the guarantee.

If you are not the applicant but you have offered to act as guarantor for credit applied for by the applicant, you agree that we may obtain a credit report about you from a CRB. The credit report may include:

- credit information (a **"consumer credit report"**)
- information concerning your commercial activities, commercial credit activities or commercial creditworthiness (a **"commercial credit report"**).

Exchange information

We may exchange personal information and credit-related information with the following types of entities, some of which may be located overseas. Please see our Privacy Policy for more information. The types of entities include:

- CRBs, including for a credit guarantee purpose;
- finance brokers, mortgage managers, and persons who assist us to provide our products to you;
- any person or entity who represents you including financial consultants, accountants, lawyers, mortgage brokers, persons holding power of attorney, guardians and advisers;
- any industry body, government authority, tribunal, court or otherwise in connection with any complaint regarding the approval or management of your lease or loan – for example, if a complaint is lodged about us;
- any investors, agents or advisers, trustees, ratings agency or businesses assisting us with funding for credit made available to you, or any entity that has an interest in your finance or our business;
- any person where we are authorised to do so by law, such as under the *Anti-Money Laundering and Counter Terrorism Financing Act 2006 (Cth)* or by government and law enforcement agencies or regulators;
- entities to whom we outsource some of our functions or that provide information and infrastructure systems;
- trade insurers, other insurers, valuers and debt collection agencies;
- auditors, insurers, re-insurers and health care providers;
- other borrowers or guarantors (if more than one) or borrowers or prospective borrowers of any credit you guarantee or propose to guarantee;
- any person where you have provided us consent;
- any of our associates, related entities or contractors such as claims related providers, including assessors and investigators that help us with claims;

- your referees, such as your employer, to verify information you have provided;
- any person considering acquiring an interest in our business or assets;
- associated businesses that may want to market products to you;
- other financial institutions – for example, to process a claim for mistaken payment; and
- any organisation providing online verification of your identity.

APPLICANTS AND GUARANTORS: QBE may obtain information and credit reports about you

Heritage collects your personal information when you apply for a mortgage. We may disclose personal information and credit-related information to the Insurers listed below.

Where permitted by the *Privacy Act 1988*, the Insurers may disclose your personal information to us and to third parties including: the CRBs listed in this form; rating agencies; the Insurer's related entities, service providers, agents, contractors and external advisors; reinsurers, other mortgage insurers and mercantile agents; payment system operators, other financial institutions and credit providers; other parties for the purposes of securitisation and fraud prevention; your guarantor or proposed guarantor; your referees and advisers; government and other regulatory bodies; and other entities. Where permitted by the Privacy Act, the Insurers may seek and obtain commercial and consumer credit-related information from a CRB, including (but not limited to) information concerning your credit worthiness or credit history and information about overdue payments.

Where permitted by the Privacy Act, the Insurers will hold, use and disclose your personal information and credit-related information for the purposes of securing and administering lenders' mortgage insurance for your mortgage, including: assessing whether to provide insurance, including to assess the risk of you defaulting or the risk of a guarantor being unable to meet their liability; managing and varying the insurance; dealing with claims, enforcing a mortgage and recovering the proceeds of sale; assessing hardship; conducting risk assessment and management involving securitisation; for fraud prevention; for credit scoring, portfolio analysis and reporting; to comply with regulatory requirements; to verify personal information and credit-related information provided to it; or for any purpose required or permitted under the insurance contract, the *Insurance Contracts Act 1984 (Cth)* and the Privacy Act. If the personal information and credit-related information is not disclosed to the Insurer(s), it will not be possible for the Insurer to process the credit provider's request for insurance and we may not be able to arrange finance for you or provide other services.

The privacy policies and credit reporting policies of the Insurers contain information about how they collect, use, hold and disclose your personal information and credit-related information, how you may access the personal information and credit-related information those entities hold about you, how to seek correction of that information, how you may complain about a breach of your privacy, and how that complaint will be dealt with.

The Insurers may need to exchange your information with credit providers and advisors during the course of the mortgage insurance policy for any purpose set out in this consent.

The Mortgage Insurer may obtain further personal information (including sensitive information) about you during the course of the mortgage insurance policy, and the terms of this consent and the Mortgage Insurer's Privacy Policy apply to its collection, use and disclosure of that information.

I agree that my personal information can be used or disclosed by the Insurers listed below and Heritage as contemplated in this form.

QBE's Contact Information:

QBE Lenders' Mortgage Insurance Ltd
ABN 70 000 511 071

Level 18, 388 George Street
Sydney NSW 2000
Phone: 1300 367 764
Contact Person: Privacy Officer
Email: compliance.manager@qbe.com

APPLICANTS AND GUARANTORS: Heritage may exchange information with insurers of your mortgaged property

If you are the mortgagor or owner of any mortgaged property, you authorise Heritage and the insurer under any insurance policy relating to the mortgaged property to exchange information with each other. This can happen before, during or after the provision of credit to you. The information exchanged can include:

- information about the mortgaged property or the credit which is secured over the mortgaged property;
- information about the insurance policy, including a copy of the policy or a certificate of currency; and
- personal information about you.

You also authorise the insurer, if Heritage asks it to, to note Heritage's interest in the mortgaged property on the insurance policy.

Mortgaged property means any real estate (including a house, building or other improvements on land) or goods (including a vehicle or boat) in which Heritage holds a mortgage or other security interest.

APPLICANTS AND GUARANTORS: Heritage may obtain verification information

You authorise Heritage to contact any person named in the application form, or in any supporting material about you given to Heritage, to verify information in the application or supporting material. For that purpose, Heritage may give information to those people about the application (who can include current or past employers, accountants and lawyers).

You authorise those people to give Heritage personal information about you. The information can include, in the case of an employer, information about your name, your salary or wage and other entitlements and the length of service, capacity and status of your employment.

Privacy acknowledgement and consent cont'd

Heritage's Privacy Policy

Heritage's Privacy Policy contains information about:

- how you may access personal information that Heritage holds about you (including consumer credit reports and related information);
- how you may seek correction of that information;
- how you may complain about a breach of the Australian Privacy Principles, Part IIIA of the *Privacy Act 1988* and the Credit Reporting Privacy Code; and
- how Heritage will handle a complaint.

Our Privacy Policy can be obtained online at www.heritage.com.au/privacy, or by contacting the following:

The Privacy Officer
Heritage Bank
PO Box 190
Toowoomba QLD 4350

Overseas Disclosure

We and our insurers may disclose your personal information and credit-related information overseas. The countries to which we are likely to disclose your personal information are Countries within the European Union (e.g. Germany, Ireland, the Netherlands, Poland and Romania), India, Malaysia, Philippines, Singapore, United Kingdom and United States of America and such other countries specified in our Privacy Policy. We will only send your personal information outside Australia if we are satisfied that the recipient of the personal information has adequate data protection arrangements in place.

Storage and Security

We and our Insurers may store your personal information and credit-related information in cloud or other types of networked or electronic storage and will take reasonable steps to ensure its security. However, it is not always practicable to find out where your information may be accessed or held, as electronic or networked storage can be accessed from various countries via an internet connection.

Privacy Act 1993 (New Zealand)

Heritage will use credit reporting service

You acknowledge that you understand:

- Heritage is asking for personal information about you to use Equifax's credit report service to credit check you;
- Equifax will give Heritage personal information about you for that purpose;
- Heritage will give your personal information to Equifax, and Equifax will hold that information on their systems and use it to provide their credit reporting service;
- when other Equifax customers use the Equifax credit reporting service, Equifax may give the information to those customers;
- Heritage may use Equifax's credit reporting services in the future for purposes related to the provision of credit to you. This may include using Equifax's monitoring services to receive updates if any of the information about you changes;
- if you default in your payment obligations to Heritage, information about that default may be given to Equifax, and Equifax may give information about your default to other Equifax customers; and
- you have the right to know who is collecting and holding information and also the right to have access to it and to correct if it is wrong. The contact details for Heritage and Equifax are as follows:

  Heritage Bank
  PO Box 190, Toowoomba Qld, 4350, Australia
  www.heritage.com.au

  Equifax
  PO Box 912012, Auckland 1142, New Zealand
  P: 0800 698 332 or +64 9 367 6200

You consent to Heritage obtaining a credit report

By signing this form or by providing your consent to the broker or Heritage representative to submit your loan application, you consent to Heritage obtaining a credit report from Equifax. If you do not consent, Heritage will not be able to consider your application further.

Privacy acknowledgement and consent cont'd

DECLARATION

By signing this form, I acknowledge that I consent to the use and disclosure of my personal information and credit-related information as set out above.

Executed by Director, Secretary, Authorised Officer

Full Name _____

Signature _____ PLEASE SIGN HERE

Date _____

Executed by Director, Secretary, Authorised Officer

Full Name _____

Signature _____ PLEASE SIGN HERE

Date _____

Principal / Owner / Partner / Individual 1

Full Name _____

Signature _____ PLEASE SIGN HERE

Date _____

Principal / Owner / Partner / Individual 2

Full Name _____

Signature _____ PLEASE SIGN HERE

Date _____

Guarantor 1

Full Name _____

Signature _____ PLEASE SIGN HERE

Date _____

Guarantor 2

Full Name _____

Signature _____ PLEASE SIGN HERE

Date _____