

# Data Handling and Electronic Verification Statement

Effective date 7 February 2020



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MyState Bank Limited (MyState Bank)  
ABN 89 067 729 195  
AFSL 240896  
Australian Credit Licence Number 240896.  
A wholly owned subsidiary of MyState Limited  
ABN 26 133 623 962

## Introduction

MyState Bank Limited (We/Us) through its partners collect personal information to provide you online banking services. We undertake online customer account opening, management and electronic identity verification. If you apply for an account with MyState Bank online, we will collect and verify information about you from you (and others) and utilise these services to support us.

We are bound by the *Privacy Act 1988 (Cth)* and We are committed to respecting and protecting your personal information, i.e. any information that we hold about you through which you may be identified.

This statement explains how we collect, hold, use and disclose your personal information within the application process.

## Why collect my information

We collect this information to assist us in providing you banking services. Your information helps us serve you better, but we are also required by law to collect certain personal information before providing you any service or assistance.

## How we collect your information

We will usually collect information directly from you via our account opening software provided by our Partners. Sometimes we will need to source personal information about you from a third party such as but not limited to a credit reporting agency or government agency.

If you already have opened an account with MyState Bank, we may already hold information about you and

have identified you. If so, we will share information we already hold.

## What happens if I do not provide my information.

If you do not provide your personal information to us, we will not be able to verify your identity or process your account application through this application process.

## What personal information do we collect

We only collect personal information about you that we need in order to provide account opening, management and identity verification services.

This may include, but is not limited to your name, date of birth, contact details, tax file number, Medicare number or other government identifier, financial information, employment, credit history, transaction history and other information we are required by law to collect.

We will only collect sensitive information about you, i.e. information about your racial or ethnic origin, political opinion, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record or health information, if we are required to do so by law.

## How we use your personal information

We use the personal information we collect about you for the following purposes:

- verify and authenticate your identity;
- verify the accuracy of some information you have provided, e.g. your tax file number or Medicare number; and
- pass your information and identity verification to our partners so they can assist us to manage your account.

We may use your personal information for related purposes if we believe you would reasonably expect us to do so, including providing you with information that may be of interest to you (unless you have opted not to receiving such information). We may use your personal information for purposes required by law.

## To whom do we disclose your personal information

Personal information and identity verification information is shared with our partners throughout the application process.

Under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* we are required to verify your identity on application and at times throughout our relationship. In order to verify your identity electronically, we will ask you for your details (such as your name, address, date of birth) and details of your identification documents. This information will be passed on to external organisations in order to electronically match your information with information on their databases.

By applying you agree to provide your personal information to our partners and third party service providers so that we can identify you. The entities that we use to help us can include but not limited to:

- Credit reporting bodies;
- Government agencies;
- External data storage providers such as Equifax Pty Ltd;
- Publicly available information such as white pages; and
- Information held by the official record holder via third party systems.

It is an offence under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* to provide false and misleading information about your identity.

Although it is unlikely that we will provide your personal information to overseas recipients, some of our suppliers may. We will take reasonable steps to ensure that they do not provide your information to anyone who will not protect it in a similar way to us.

We may disclose your personal information to our affiliates and related companies. We will always require anyone to whom we provide your personal information to manage it substantially in accordance with this statement.

While we will not directly disclose your personal information overseas, where we are required to provide your information to other organisations in the provision of services, your personal information may be disclosed by these organisations overseas. We will take reasonable measures to make sure that your privacy is protected. Upon your request, we will provide you with information on their Privacy Policy.

We may also provide your information to third parties if we are required to do so by law or under some unusual circumstances which are permitted under the *Privacy Act 1988 (Cth)*.

## Data aggregation

We will de-identify and aggregate information we hold about you and other individuals by removing information that could identify you. We will use this anonymised data for internal purposes, e.g. to obtain insights about our business and identify opportunities for improvement in our services, and we may make it available to third parties where appropriate to assist them to improve their business and services (but not to re-identify you).

## Security of your personal information

We will take all reasonable steps to ensure that your personal information is stored safely and securely. We protect your personal information by restricting access to your personal information and by securely destroying or de-identifying your information when it is no longer needed.

## Updating your personal information

If you wish to access, correct or update your personal information, please contact us on **138 001** or via email at [info@mystate.com.au](mailto:info@mystate.com.au).

## Complaints about breaches of privacy

If you are not satisfied with the way in which we handle your personal information, you may complain to us via phone on **138 001** or via email at [info@mystate.com.au](mailto:info@mystate.com.au).

## For full information on our Privacy Policy

If you would like more information on how we use our information please see our full privacy policy available in this application.

**138 001**  
**mystate.com.au**