

# Privacy Disclosure and Consent

The Privacy Act 1988 regulates the way personal information you provide may be used. Please read the following carefully.

## Overview

Rate Money Pty Ltd (ABN 96 632 468 056, Australian Credit Licence Number 519912) (Rate Money) and our representative(s) (together we or us) are committed to complying with the Privacy Act 1988 and the Australian Privacy Principles (APPs). This Privacy Statement sets out important information about privacy protections we extend to personal information you provide us.

You can access our privacy policy by going to [www.ratemoney.com.au](http://www.ratemoney.com.au) by contacting us 1300 936 668 or by emailing us at [enquiries@ratemoney.com.au](mailto:enquiries@ratemoney.com.au)

## Our commitment to service

Your right to privacy is important to us. This disclosure and consent statement explains your privacy rights and our rights and obligations in relation to your personal information. Our commitment in respect of personal information is to abide by the Australian Privacy Principles (APPs) and Part IIIA of the Privacy Act 1988 (Cth) (Privacy Act), the Privacy (Credit Reporting) Code 2014 (CR Code) and any other relevant law.

When you sign below, you agree we can, consistently with Australia's privacy and credit reporting laws, collect, use and exchange credit and personal information about you for those purposes.

## What is personal information?

Personal information is information or an opinion about an identifiable or reasonably identifiable person. The personal information we will collect, and hold will include your name, date of birth, gender, telephone number, address, email, employment details and any other information we may need to identify you.

Personal information may include any sensitive information (including health information) and may include any information you tell us about any vulnerability you may have. This information may be used to:

- assess and verify your identity and financial situation;
- assess your credit application, or your suitability as a guarantor to a credit application;
- provide such information to a guarantor or related applicant;
- exchange your information with a credit reporting body;

- disclose your information to credit providers
- disclose your information to an insurer to arrange insurance you wish to obtain;

Note: This personal information may be transmitted overseas to Asia-Pacific.

## How information is collected from you

We will collect your information directly from you whenever we can, like from enquiries we make of you when you seek credit assistance from us. We may verify that information from sources referred to in the responses to those enquiries or in this privacy statement.

## How information is collected from other sources

Sometimes we will collect information about you from other sources, as the Privacy Act 1998 permits. We will do this only if it's reasonably necessary to do so, for example, where:

- we collect information from third parties about a loan or lease in relation to which you seek our services; or
- we exchange information with your legal or financial advisers or other representatives.

## Marketing

We may contact you from time to time with marketing information about the products and services we provide. We may also send you details of offers or services provided by our business partners and related entities.

You can opt out of receiving direct marketing communications from us at any time using the unsubscribe function or by contacting us (see 'Contact us' below). Opting out will not cost you anything and we will take all reasonable steps to meet your request at the earliest possible opportunity.

## Data Matching

We may use Customer Matching tools such as Google AdWords to tailor our marketing to (for example) better suit your needs and only display advertisements that are relevant to you, or to reach out to prospective new clients with similar profiles. If you would not like Rate Money to use your personal information for data matching, you can request such by telephoning us on 1300 936 668 or by writing to us at [enquiries@ratemoney.com.au](mailto:enquiries@ratemoney.com.au).

### Sharing your information

We will disclose or exchange your personal and credit information to the following persons:

- potential credit providers and/or insurers as part of our credit assistance process;
- third parties to verify the details provided are correct, including with your agents, guardians, attorneys and employers;
- finance consultants, accountants and auditors, real estate agents associated with the property purchase, conveyancers, legal advisers, insurers and mailing services
- our related body corporates, assignees, agents, contractors, advisers and finance aggregation partners;
- law enforcement, government and regulatory bodies;
- industry bodies to address complaints or conduct-related matters;
- any person who refers you to us for credit assistance;
- joint applicants and guarantors;
- any financial institution to, or from which a payment is made;
- debt collection agencies; and
- any Credit repair, General insurance, Life Insurance, Utility connections (electricity, gas, water etc) and Conveyancing entities Rate Money holds referral relationships with;
- any person considering acquiring an interest in our business or asset

In certain circumstances, we may be required by law to disclose your personal information to various authorities. For instance, we may be required under anti-money laundering and counter-terrorism financing laws to disclose details of financial transactions.

### Sharing outside of Australia

If we disclose your personal information to entities overseas, we will take reasonable steps to ensure that the overseas recipient of your personal information do not breach the privacy obligations relating to your personal information.

Please note that Australian-based entities we may disclose your information to may outsource the processing of loans, storage of data, marketing, technical support, billing support and commission management to overseas contractors and, in order to facilitate this, provide those overseas contractors with personal information about you. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

You can visit our website at any time to view the latest version, available at [www.ratemoney.com.au/privacy-policy](http://www.ratemoney.com.au/privacy-policy).

And for your respective Credit Provider (as referenced under the "Credit Provider Schedule"), you can also visit their website to view the latest list of countries where personal information may be disclosed.

### Information about other people

If you give information to us about another person (like your co-applicant) in relation to the services we provide, you will let that other person know that:

- we have collected their information to provide those services or for any other purpose set out in this privacy notice;
- we may exchange this information with other organisations set out in this privacy notice;
- we may not be able to provide those services to you unless we obtain their information;
- we handle their personal information in the way set out in our Privacy Policy and this privacy notice and they can use our contact details above to:
  - a) access or request a copy of that Privacy Policy or this privacy notice
  - b) access the information we hold about that other person

### Consent to being recorded by video or audio conferencing

You consent to us obtaining personal information, financial information and credit information about you by video or audio conferencing for the purpose of arranging credit, providing credit assistance and give your permission for that video or audio conference to be recorded for this purpose.

### Electronic consent

By signing this document, you

- consent to receiving credit assistance documentation and loan application information electronically.
- agree that paper documents may no longer be given, electronic communications must be regularly checked for documents
- and this consent to receive electronic communications may be withdrawn at any time.

### Statement of Notifiable Matters

This Statement of Notifiable Matters provides information on how we may collect, hold, use and disclose your credit-related information as well as information on certain rights you have in relation to your credit-related information. You may request to have this Statement provided to you in an alternative form, such as a hard copy.

### Authority to make requests

You authorise us to make requests for personal and credit information from credit providers and credit reporting bodies. By signing this Privacy Consent, you consent to the credit providers listed in the schedule to this consent doing any of the following:

- where you are the borrower or guarantor: obtaining information or a report about your consumer and commercial activities or consumer or commercial credit worthiness for the purpose of assessing your application from any business which provides information about the consumer or commercial credit worthiness of persons (this includes a credit reporting body);
- where you are the borrower; giving to and obtaining from any credit provider named in your credit application or in a credit report on you issued by a credit reporting agency, information about your credit arrangements for purposes of:
  - assessing your application for credit;
  - notifying a default by you;
  - allowing another credit provider to ascertain the status of your finance arrangements with us where you are in default with one or more other credit providers; and
  - generally assessing your credit worthiness;
- where you are the borrower - disclosing personal and credit information to a person you have nominated to act as guarantor or the purpose of the guarantor considering whether to offer to act as a guarantor or offer property as security for the credit; and
- where you are the guarantor—obtaining a report about your credit worthiness from a credit reporting body for the purpose of assessing whether to accept you as a guarantor.

Note: if you do not consent to us disclosing your information in this way, we will verify your identity in another way, which may involve requiring you to provide various supporting identification documents (either original or certified copies).

### Credit reporting bodies

You authorise us to:

- disclose details such as name, date of birth and address to obtain a credit report on the applicant or guarantor in our capacity as an access seeker in the credit assistance process;
- use any information provided by a credit reporting body to assist us in conducting a preliminary assessment of a proposed credit application and its suitability to the applicant; and
- request a credit reporting body to provide us with an assessment of whether information provided by the applicant or guarantor matches that in the credit report to verify the identity of applicant and/or guarantor.

Our current credit reporting body is Equifax you can contact them on phone 13 8332 during opening hours of Mon-Fri

8.30am to 6.00pm Eastern Standard Time, or via their website [www.equifax.com.au](http://www.equifax.com.au)

You can also obtain their Privacy Policy from their website at [www.equifax.com.au](http://www.equifax.com.au) In addition to Equifax, other credit providers may use Illion and Experian. Details about how to contact these bodies will be available in their privacy policies.

### Aggregation Partner

We have an established aggregation arrangement with a provider that allows us access to a wide range of credit options. We utilise Salestrekker, our CRM system, to enhance our credit assistance processes and facilitate ongoing communication with clients. Please note that your information may be shared with this partner for compliance and audit purposes.

### Electronic Bank Statements

When you apply for credit, our third-party service provider may access your personal information for the purpose of providing your bank account information to us.

We may obtain up to the last six (6) months of bank transactions when you apply for credit and throughout the term. We use this information for assessing your credit application or any future offer, general lifecycle management and data analytics.

We note that your bank's terms may prohibit you from sharing your login, so you agree to appoint our third-party service provider as your agent to access your internet banking on your behalf solely for this purposes and you consent to our ongoing access to this information for the purposes outlined above.

### Artificial Intelligence

Rate Money uses automated systems, including Artificial Intelligence (AI), to assist in processing and assessing loan applications efficiently and accurately. These tools help provide faster, more consistent decisions while ensuring compliance with regulatory standards. The following processes may involve AI decision-making and the specific tools utilised:

- **Property Valuations:** AI tools such as "RP Data" assess property values by analysing comparable sales and geographic insights to provide accurate estimates.
- **Living Expense Summarisation:** Tools like Illion Banks Statements review electronic bank statements to estimate borrowers' living expenses and assess their financial position.
- **Credit Scoring:** AI systems embedded in platforms like Equifax analyse financial history, behavioural patterns, and credit data to evaluate creditworthiness.

- **Fraud Detection:** Fraud detection algorithms in platforms identify potential inconsistencies or suspicious activities in loan applications to reduce risks.
- **Identity Verification:** Identity verification tools such as 'IDYou' ensure customer identification matches provided documentation and complies with Know Your Customer (KYC) obligations.

**Data Protection:** We follow strict guidelines under the Australian Privacy Principles (APPs) to protect your personal information. All automated processes are designed to ensure compliance and safeguard your data. For further inquiries, please contact us at [compliance@ratemoney.com.au](mailto:compliance@ratemoney.com.au)

### Your rights

You have the right to ask:

- that we provide you with the personal and credit information we hold about you;
- that we correct any personal and credit information we hold about you that is shown to be incorrect;
- for copies of our Privacy Policy and this document;
- the credit reporting body does not use your personal information for assessment purposes or direct marketing; and
- the credit reporting body provides you with a copy of information it holds about you.

To access and/or seek correction of your personal or credit information we hold, or make a complaint about privacy, you can contact us on 1300 936 668 or by emailing us at [enquiries@ratemoney.com.au](mailto:enquiries@ratemoney.com.au) or registered post to PO Box 1963, North Sydney 2060 NSW

You have the right to request a human review of decisions influenced by automated systems. For further inquiries about the kinds of personal information used and the criteria applied in decision-making processes, please contact us at [compliance@ratemoney.com.au](mailto:compliance@ratemoney.com.au)

### Data Complaints

The Privacy Commissioner who can be contacted on either [www.oaic.gov.au](http://www.oaic.gov.au) or 1300 363 992.

### Credit Providers

We may submit a credit application to credit providers listed in our 'Credit Provider Schedule'. If a credit provider holds pertinent credit eligibility information, the credit provider must share this information with us, yourself or someone you have authorised to act on your behalf. Credit providers may also engage directly with a credit reporting body, and you can ascertain the details on this and how they handle personal and credit information via their websites which are listed in our 'Credit Provider Schedule'. If your credit application proceeds with a credit provider you may be asked again for your consent to collect, store and use your personal and credit information by this credit provider.

### Credit Provider Schedule

CREDIT PROVIDER	(ABN OR ACN)
Well Nigh Capital Funding No 1 Pty Ltd <a href="http://www.wellnigh.com.au/privacy-policy.html">www.wellnigh.com.au/privacy-policy.html</a>	603 911 995
Think Tank Group Pty Ltd <a href="http://www.thinktank.net.au">www.thinktank.net.au</a>	75 117 819 084
Resimac Group Ltd <a href="http://www.resimac.com.au/privacy-policy">www.resimac.com.au/privacy-policy</a>	67 002 997 935
Origin Mortgage Management Services Pty Ltd <a href="http://www.originmms.com.au">www.originmms.com.au</a>	601 349 071
Pepper Money Limited <a href="http://www.pepper.com.au/privacy-policy">www.pepper.com.au/privacy-policy</a>	86 092 110 079

**Consent**

☐ I confirm that I am authorised to provide the personal details presented, and I consent to my information being checked with the document issuer or official record holder via third-party systems and services for the purpose of confirming my identity.

I acknowledge that providing this consent is essential for the processing of my lending application, and I understand that if I do not provide this consent my application will not proceed.

**Acknowledgement**

By signing below, as applicant or guarantor, I acknowledge and declare that I have read and understood this Privacy Consent.

I consent to the collection, storage, use and disclosure of my personal information and credit information in accordance with this Privacy Consent.

Applicant/Guarantor 1		Applicant/Guarantor 2	
Full Name		Full Name	
Signature		Signature	
Date		Date	
Applicant/Guarantor 3		Applicant/Guarantor 4	
Full Name		Full Name	
Signature		Signature	
Date		Date	