



# Westpac Privacy Policy.

Our privacy  
commitment  
to you

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# Our privacy commitment to you

When you trust Westpac with your personal and financial information, we know you expect us to protect it and keep it safe.

We won't let you down.

This means that when we receive your personal and financial information we:

- tell you how we may use it
- keep it in a secure way
- make sure it is kept accurate and up to date
- restrict how we use it
- restrict who we provide it to.

This document briefly explains the main ways we protect your privacy and how we comply with the National Privacy Principles. It also describes the types of personal information we may collect from you. You can get more detailed information on these matters by contacting us, or by reading the privacy notices we give you when you apply for one of our products or services.

When this document refers to **we** or **us** we mean Westpac Banking Corporation and its related companies and subsidiaries other than the BT Financial Group companies. When this document refers to the **Westpac Group** we mean Westpac Banking Corporation ("Westpac") and its related companies and subsidiaries, including the BT Financial Group companies, but excluding Westpac's divisions St. George Bank and BankSA which have their own separate Privacy Policy.

## How to contact us

You can contact us about this policy or our products and services by:

- Visiting any of our branches
- calling 132 032
- e-mailing [online@westpac.com.au](mailto:online@westpac.com.au)

If practical, you can contact us without identifying yourself. However, if you don't identify yourself, we may not be able to give you the information and services you would otherwise receive.

## What sorts of personal information do we ask for?

- We will only ask for personal information relevant to our business relationship with you. So, when you apply for one of our products or services we may ask for:
  - information that identifies you, like:
    - your name, address, and other contact details
    - your date of birth
  - information about your financial position when you want a loan or credit product, like
    - your financial details – including income, expenses, savings and lending history
    - credit reports from credit reporting agencies
    - opinions from other banks about your creditworthiness
    - your employment details
  - your tax file number
  - information about your intended use of our product or service.
- When we conduct market research, we may also ask you for your opinion about products, services or staff. We treat these opinions as personal information.
- The Privacy Act places restrictions on collecting sensitive personal information about you (this includes information about your religious views, ethnicity, political opinions, criminal records, personal health information or sexual preferences). Generally, we won't collect this sort of information. However, we may collect some sensitive information if:
  - we need it to provide you with a specific product or service (for example certain insurance products) or
  - you are applying for a job with us**and** you have provided your consent for us to do so.

# Why do we ask for personal information?

- We will tell you the main reason for asking for your personal information when we seek it from you.
- The main reason will usually be to provide you with a product or service you want. We may use the information to:
  - check whether you are eligible for the product or service
  - provide you with the product or service
  - help manage the product or service, for instance:
    - when you make a query about it
    - when we want to contact you about changes to it.
- We may use personal information for other reasons, including:
  - telling you about products or services that we think may interest you (unless you tell us not to – which you can do at any time)
  - preventing fraud and other criminal activity in relation to your accounts
  - helping us to run our business. This will include using information for:
    - training our staff
    - accounting, risk management, record keeping, archiving, systems development and testing
    - developing new products and services
    - undertaking planning, research and statistical analysis.
- We may also ask for your personal information because we are required to collect it for legal reasons. For example, legislation such as the Anti-Money Laundering and Counter-Terrorism Financing Act may require us to ask you for information to check your identity (e.g. by referring to your driver's licence, birth certificate or passport).
- If you don't provide some personal information, we may not be able to provide you with the product or service you want.

# How do we collect personal information?

- If it's reasonable and practical to do so, we collect personal information directly from you. We may do this through application forms, over the telephone, the internet, or in person when you visit our branches and instores (these are retailers that provide basic banking services on our behalf).
- We may also need to collect personal information from other people. Sometimes this may happen without your direct involvement. Some examples of the people or organisations from which we may collect personal information about you are:
  - other credit providers
  - publicly available sources of information (such as telephone directories)
  - market research organisations (such as shoppers' surveys and telephone polls)
  - your representative (such as a legal adviser)
  - third-party brokers (such as insurance brokers and mortgage brokers)
  - credit reporting agencies
  - government agencies (such as the Land Titles Office).
- So that we can better tailor our information and products to your needs, we use technology known as "cookies" to collect statistical information on website activity, such as the number of people using our website and how they navigate through it. You can find more information about this technology by visiting our website ([www.westpac.com.au](http://www.westpac.com.au)) and locating our Internet Privacy Policy.
- So that we can better tailor information and products to your needs, when we send you email messages, we may use technology to identify you so that we can know when you have opened the email or clicked on a particular link in the email.
- If you log into Internet Banking, we will collect information from you to confirm your identity.
- When you ring us, we may also monitor and/or record telephone calls for the purposes of staff training and to verify statements made during the phone call.

# Do we provide your personal information to others?

- We may share your personal information with other companies within the Westpac Group.
- Sometimes we provide personal information about our customers to organisations outside the Westpac Group. Generally, these are organisations that help us with our business. These may include:
  - outsourced service providers such as mailing houses and telemarketing agencies
  - authorised representatives of the Westpac Group who sell products or provide services on our behalf
  - insurers and re-insurers
  - superannuation funds
  - payment systems operators (for example, merchants receiving credit card payments and rewards program managers)
  - co-branding or branding partners (organisations with whom we have agreements to provide products and services under a different brand name)
  - other financial institutions (for example, when you want to borrow from another bank)
  - organisations involved in what are called securitisation arrangements, under which we sell, for instance, a pool of customers' loans. These organisations include trustees of those arrangements, investors and their advisers
  - credit reporting agencies
  - lenders' mortgage insurers
  - debt collecting agencies
  - our accountants, auditors or lawyers
  - your representative (for example lawyer, mortgage broker, financial adviser, executor, administrator, trustee, or attorney).

- We strive to limit the information we give these organisations to what they need to perform their services for us or provide products or services to you. We also enter into contracts with organisations locally and overseas who provide services to us or who provide products or services jointly with us. These contracts require the organisation to:
  - meet the privacy standards we set for ourselves in protecting your personal information and comply with the Privacy Act
  - use the personal information only for the specific service we ask them to perform or the product/ service that we ask them to provide, and for no other purpose.
- We may also need to provide your personal information to others outside the Westpac Group where:
  - we are (in limited circumstances) allowed or required to by law or where we have a public duty to do so. For example, a Court, a regulator (such as the Australian Securities and Investments Commission [ASIC] or the Australian Taxation Office [ATO]) or the police can compel us to disclose personal information to them. The Code of Banking Practice may also require us to provide specific information about you to a prospective guarantor when you want to take out a loan. Or,
  - you have expressly consented to your personal information being supplied to others. Usually we ask you to consent in writing (such as in our privacy consents). In special circumstances, you can consent by speaking to us. Or,
  - it can be reasonably inferred from the circumstances that you consent to your personal information being disclosed to them (**implied consent**). For example, your consent will be implied for us to use and disclose your information to inform you of products and services that we believe may interest you. However, your implied consent for us to do this can be withdrawn at any time by telling us.

We may sometimes have to transfer your personal information overseas. We will only do this in accordance with the Australian National Privacy Principles.

# **Do we use personal information to market products and services to you?**

We may use your personal information to offer you products and services we believe may interest you, but we will not do so if you tell us not to.

We won't sell your personal information to organisations outside the Westpac Group. We will exchange your personal information between companies within the Westpac Group so they can market their products and services to you.

The Westpac Group will only offer you products or services, where we reasonably believe that they could be of interest or benefit to you.

If you don't want to receive marketing offers from Westpac about Westpac branded products and services, please let us know by calling 132 032, by writing to Westpac at GPO Box 3433, Sydney 2001, or by visiting any of our branches. Westpac will act promptly on your request and will also ensure each electronic marketing message sent (e.g. by e-mail, SMS, MMS or iM) includes a method that enables you to tell us you do not want to receive future electronic marketing material.

## Can you access your personal information?

Yes.

You can also ask for any corrections to be made.

You can request access to your personal information by visiting any of our branches or contacting us by telephone on 132 032. This service is free unless the personal information you request requires research or preparation time. Before we act on your requests, we will give you an estimate of how much this service will cost and ask you to agree before proceeding.

We may not always be able to give you access to all the personal information we have about you. For instance, we may not be able to give you access to information that:

- would reveal personal information about another person
- would reveal a commercially sensitive decision-making process
- we are prevented by law from providing to you
- relates to existing or anticipated legal proceedings.

## Do we keep your personal information accurate and up-to-date?

Yes.

We maintain the quality of your personal information by taking reasonable steps to make sure that the information collected, used and disclosed is accurate, complete and up-to-date. We encourage you to help us by telling us immediately if you change your contact details (such as your phone number or address). You can contact us to change your details by telephoning Telephone Banking on 132 032 or alternatively, visiting any of our branches.

# Is your personal information secure?

Yes.

- We will use up-to-date techniques and processes, which meet current industry standards, to protect your personal information from misuse, loss and unauthorised access, modification or disclosure.
- The only people who are allowed to handle or have access to your personal information are those employees of the Westpac Group and those who perform services for us who need your personal information to do their jobs. All employees of the Westpac Group are bound both by the Westpac Code of Conduct and by confidentiality clauses in their employment agreements to not misuse your personal information. Those who perform services on our behalf are also bound by privacy and confidentiality agreements.
- Paper documents are protected from unauthorised access or use through the various security systems that we have over our physical premises. We also maintain up-to-date computer and network security systems with appropriate firewalls, encryption technology and passwords to protect electronic copies of personal information.
- We also require you to help us by complying with the security measures designed to protect your personal identification numbers and passwords. These are set out in the terms and conditions of your account. You may be able to limit your liability for unauthorised use of your account if you observe these requirements.
- If we no longer require your personal information, we will take reasonable steps to destroy it in a secure manner or remove identifying features from it. This is subject to any legal obligations we have to keep information for a certain period of time.
- When you meet with us to discuss your finances and we ask for personal information from you, we will make every effort to minimise the opportunities for other people to overhear the conversation.

# Is Westpac's Internet Banking secure?

The security of Internet Banking will depend on both your actions and ours. When you use Internet Banking, we require you to take specific measures to protect against unauthorised access. These measures form part of the terms and conditions for using Internet Banking. They include, but are not limited to:

- Changing your password part of your access code on initial access to Internet Banking;
- Ensuring access codes given to you and your authorised users are secure;
- Destroying any documentation we issue containing your access codes;
- Trying to memorise your access codes;
- Not telling anyone of your access codes;
- Not keeping your computer and undisguised access codes together;
- Immediately telling us by telephoning 132 032 or (+61 2) 9293 9270 from overseas if you suspect the security of your access code(s) have been breached.

A full list of the security measures we require from you are set out in the Internet Banking and BPAY Product Disclosure Statement. In addition, we set out General Banking Safety Tips on our website ([www.westpac.com.au](http://www.westpac.com.au)).

- We use up-to-date and secure technology methods to protect your personal information when you use internet banking.
- When we capture your personal information, it passes through our secure server using encryption technology that scrambles the personal information. This protects against unauthorised access to your information over the internet.
- Stored personal information about you is further protected from unauthorised access through the use of multiple firewalls, secure passwords and sign-in processes.

- We can't guarantee the policies and procedures of any other websites that may be linked from our website. They may or may not meet the same privacy standards we set for ourselves. So, you should take care to understand and evaluate their particular privacy standards and procedures, as needed.

For more information about how your privacy is protected when you use our website, visit our website ([www.westpac.com.au](http://www.westpac.com.au)) and locate our Internet Privacy Policy.

## What if we don't keep our promises?

- Although we are committed to keeping the promises set out in this document, we sometimes make mistakes. Fixing these mistakes and ensuring we deliver on our promises is very important to us.
- We've put in place a way of dealing with issues you might raise quickly and fairly.

### Please talk to us first

We aim to resolve your complaints at your first point of contact with us. This is our 'Ask Once' promise. So please raise your complaints with anyone handling your banking.

You can contact us 24 hours a day, 7 days a week from anywhere in Australia, by:

**Telephone:** 1300 130 467

**Email:** Go to our website, [www.westpac.com.au](http://www.westpac.com.au) and click on 'Contact Us'

**Mail:** GPO Box 5265, Sydney NSW 2001.

## Contact our Customer Relations & Support Team

If we can't resolve your complaint at your first point of contact with us, we will escalate it to our Customer Relations & Support Team.

You can also contact our Customer Relations & Support Team:

**Telephone:** 1300 130 206

**Email:** Go to our website, [www.westpac.com.au](http://www.westpac.com.au) and click on 'Contact Us' and then click on 'Complaints and Compliments'.

**Fax:** 1300 655 858

**Mail:** Customer Relations & Support Team  
GPO Box 5265  
Sydney NSW 2001.

## If you are still unhappy, there are other bodies you can go to.

The Financial Ombudsman Service (FOS) can consider most privacy complaints involving banks and the products and services they provide. The Ombudsman may elect to forward the complaint to another, similar, dispute resolution scheme if they believe the complaint would be better assessed by such a scheme.

The FOS can be contacted at:

Financial Ombudsman Service  
GPO Box 3  
Melbourne VIC 3000  
Phone: 1300 78 08 08  
[www.fos.org.au](http://www.fos.org.au)

The Office of the Federal Privacy Commissioner.  
The Commissioner can be contacted on the privacy hotline: **1300 363 992**.



**Things you should know:** This policy is current as at 23 August 2010. From time to time, we may make changes to our policy or policies, processes and systems in relation to how we handle your personal information. We will update this policy to reflect any changes.