

BankLink Privacy Statement

About BankLink

BankLink Pty Limited
ACN 093 037 677
GPO Box 4608, Sydney NSW, Australia
Tel: 1800 123 242
Fax: 1800 123 807

Your personal information

BankLink believe an individual's right to keep their personal information private is highly important. We have systems and procedures in place to protect your privacy whenever we collect, store, and use your information in order to provide the BankLink service.

We are bound by the Privacy Act 1988 (Cwth.) which sets out principles relating to the protection of your personal information.

This privacy statement contains our policies in relation to the management of your personal information.

Personal information is information or an opinion about an individual whose identity is apparent or can reasonably be ascertained from the information. This includes information which is written, oral or electronic.

If you require more details about the personal information we hold, and the purposes for which, and way in which, we collect, hold, use, and disclose that information, you should contact us.

When, why and how we collect your personal information

We will collect your personal information directly from your bank, building society, credit union or other service provider and any other source you have authorised us to collect information from.

We will only collect personal information in order to provide the BankLink service. The information we collect will be your name, account number, transactional records and the other details which appear on the paper statement provided by your bank, building society, credit union or other service provider.

We will obtain your written consent to collect your information. By signing the BankLink Client Authority Form, you are giving your express consent for us to collect this information.

We will not collect any sensitive information which includes information about your race, religious or political affiliations or information relating to your health.

How we use your information

We will only use your information:

- to provide (and maintain) the BankLink service, which is to provide the software infrastructure and linkages to enable your statements and transactional records to be received by your accountant or financial adviser, or
- to fulfil our legal requirements (for example, disclosure to law enforcement agencies or the courts).

Who will use your information

We will supply your statement information to your accountant or financial advisor in order to provide the BankLink service.

Apart from using your information to provide the BankLink service and fulfilling our legal obligations, we will not disclose your information to any other company or person.

We will not sell or trade your information.

Your information is secure

We will use up-to-date techniques and processes to ensure that your information is kept secure from misuse, loss and un-authorised access, modification or disclosure and is kept confidential. In protecting your information and keeping it secure, we will meet the current industry standards of the banks, building societies, credit unions and other statement providers who supply us with your statement information.

We maintain physical security, such as locks and security systems, over our paper and electronic data stores and premises and only allow access by people authorised by us either to provide the service or to check and maintain its operation.

We will not retain any of your information for any longer than it is required by us to provide the BankLink service, except to fulfil our legal obligations.

You can request access to your information

You can request access to the personal information we hold about you by contacting us on 1800 123 242. This service is free unless the information you request requires significant research or preparation time. Before we act upon requests of this nature, we will tell you how much this service will cost.

How to make a complaint

BankLink is committed to the protection of your privacy. Our policies, processes and systems have been developed with this intent. However, if you have a privacy complaint please contact us on 1800 123 242.

Our Privacy Officer will take responsibility for the complaint. The objective of our Privacy Officer is to respond to any complaint within five working days.