



# Borrower – Privacy, Co-Borrower and ID Verification Information

## Purpose of this form

By accepting this form, you give us permission to collect, use and share your information with others as outlined in this form and our privacy policy. This form also outlines our privacy practices and provides important information about being a co-borrower. The information you give us must be accurate and complete. If not, you may be breaching relevant legislation and we may not be able to provide you with the products and services that best suit your needs.

Meaning of terms used in this form	
<b>Group:</b>	Commonwealth Bank of Australia and its subsidiaries
<b>We or us:</b>	Commonwealth Bank of Australia
<b>You (and I/me in the acknowledgment at the end of this form):</b>	For individual borrowers, the individual/s signing or accepting this form; and for organisational borrowers, the organisation and the person/s signing or accepting this form
<b>Your information:</b>	The information about you that we collect, such as: <ul style="list-style-type: none"> <li>• Financial information you give us</li> <li>• Information about your interactions with us, such as your transactions, payments and use of our websites</li> <li>• Information from public registers or third parties, such as service providers, brokers, and employers</li> <li>• Other information described in our privacy policy or this form</li> </ul>

## Important information about being a co-borrower

When you choose to borrow money with other people you all become co-borrowers. Before you become a co-borrower, you should understand that each borrower is jointly and severally liable. This means:

- We can require you to pay the full amount of loan repayments and any outstanding debt, for example if the other borrower(s) can't or won't pay.
- Failure to pay may result in debt collection, adverse credit rating and sale of assets
- A co-borrower differs from a guarantor in that we can only require payment from a guarantor after we've taken steps to collect the debt from the borrowers.

## Important information about your privacy and how we collect, use and share your information

### 1. Why we collect your information and what we use it for

We collect, use and share your information so we can:

- Confirm your identity
- Assess your application for a product or service
- Design, manage, price and provide our products and services
- Manage our relationship with you
- Minimise risks and identify or investigate fraud and other illegal activities
- Contact you, for example, when we need to tell you something important
- Improve our service to you and your experience with us
- Comply with laws (for example the *Anti-Money Laundering and Counter-Terrorism Financing Act*, state/territory property laws (if you take out a mortgage) and the responsible lending provisions of the *National Consumer Credit Protection Act*) and assist government or law enforcement agencies
- Manage our businesses
- Analyse your spending habits to assist our assessment or improve our products

Sometimes we need to collect sensitive information. For example, if you're in financial difficulty and ask for hardship relief due to illness, we may ask your permission to collect information about your health. We may also collect, use and share your information for other reasons where the law allows or requires.

### 2. Sharing information with credit reporting bodies

When you apply to us for credit, we may need to get credit reports about you. A credit report gives us information about your credit history. Credit reports are provided by credit reporting bodies, who collect and share credit information with credit providers like us.

We do this so we and other credit providers can:

- Assess your credit applications and ability to manage credit
- Manage your loans and collect overdue payments.

The information we can share with credit reporting bodies includes things such as:

- Your identity
- Type and amount of credit you applied for or have – like credit cards, home loans or personal loans
- If you've missed any repayments
- If you've committed fraud or another serious credit infringement

The credit reporting bodies we use are:

- Equifax Pty Ltd ([equifax.com.au](http://equifax.com.au)),
- Experian Australia Credit Services Pty Ltd ([experian.com.au/credit-services](http://experian.com.au/credit-services))
- Iliion Australia Pty Ltd ([checkyourcredit.com.au](http://checkyourcredit.com.au)).

See our privacy policy for other key information about credit reporting matters, such as:

- How to get a copy of credit information we obtain from credit reporting bodies, correct this information or make a complaint
- Where to find each credit reporting body's policy on credit information handling
- What to do if you think you're a victim of identity fraud
- Your right to tell credit reporting bodies not to use your information for any direct marketing.

### 3. Sharing information with guarantors and security providers

You give us permission to give guarantors or other security providers information about you, the relevant credit facility, and any changes to that facility or new facilities. This is so they can decide if they want to be, or continue to be, your guarantor or security provider.

### 4. Who else can we share your information with?

We may share your information with other members of the Group or third parties where the law allows. Among other things, this helps us offer you a high-quality customer experience. Group members may use your information for any of the purposes set out in Section 4 of our privacy policy.

The third parties we share your information with can include:

- Any other persons named as applicants in your credit application e.g. your co-borrower(s)
- Service providers – for example, insurers, data analytics providers, valuers, loyalty program partners and our product distributors
- Businesses who do some of our work for us – including direct marketing, statement production, debt recovery and IT support
- Debt collectors and debt purchasers
- Brokers, agents, advisers and people who act on your behalf – such as your parent (if you are under 18), guardian, or a person with Power of Attorney
- People or organisations involved in our funding arrangements – like loan purchasers, investors, advisers, researchers, trustees and rating agencies

- People who help us process claims – like assessors and investigators
- Other banks and financial institutions – for example, if we need to process a claim for a mistaken payment
- Auditors, insurers and re-insurers
- Current or previous employers – for example, to confirm your employment
- Government and law enforcement agencies or regulators

- Organisations that help identify illegal activities and prevent fraud



Sometimes we might need to send your information overseas, for example to comply with laws, and assist government and law enforcement agencies or regulators. See our privacy policy for information about which countries information may be sent to.

## What you need to do – Read these acknowledgements and if you agree, click and accept this form

I acknowledge the information I have given or will give is true and correct and:

- I've read this form and give you permission to collect, use and share my information in the ways mentioned in this form and in your privacy policy.
- If I give you my contact details, you can use these to communicate with me, including to give me updates, reminders and (unless I tell you not to) marketing information. If I change my contact details (for example address), I will inform you as soon as possible.
- I understand that if I do not wish to receive direct marketing or want to change my contact preferences, I can log on to NetBank and click Message Preferences or call you on **13 2221**.
- If I provide personal information about another person, I am authorised to do so and I'll tell them what's in this document. All the permissions I've given apply to this application and any others I or my organisation make, as long as you are providing me or them with services. If I'm representing a number of applicants or office holders, they've asked me to give permission on their behalf.
- If I am or become a co-borrower, I've read the **Important information about being a co-borrower** above and I understand the difference and accept the risk of being a co-borrower versus a guarantor.

### Our privacy policy

Visit [commbank.com.au/privacy](http://commbank.com.au/privacy) for our most up to date privacy policy or ask for a copy at any CommBank branch. It tells you about:

- Other ways and reasons we may collect, use or share your information
- How to access your information and correct it if it's wrong
- How to make a privacy-related complaint (including about our compliance with the Australian Privacy Principles and credit reporting rules and codes) and how we'll deal with it.

### Want to speak to us about your privacy?

Phone: **1800 805 605** or **+61 2 9687 0756** from overseas  
8.30am–6pm (AEST) Monday to Friday

Fax: **1800 028 542** or **+61 2 9841 7700** from overseas

To make a privacy-related complaint visit [commbank.com.au/feedback](http://commbank.com.au/feedback) or write to us: **CBA Group Customer Relations, Reply Paid 41, Sydney NSW 2001**