

Credit Reporting Policy and Notifications

BPW Transpec Australia Pty Limited (ACN 006 645 272) ('BPW Transpec') is committed to protecting your privacy.

BPW Transpec is bound by and committed to complying with the *Privacy Act 1988 (Commonwealth)* ('Act') Credit Reporting Privacy Code ('CR Code') the Australian Principles and any relevant privacy laws, regulations or codes affecting your personal information.

This policy outlines how BPW Transpec collects, holds, uses and discloses your credit information, credit eligibility information and credit reporting information that we may obtain from credit reporting bodies (CRBs). The Act utilises a variety of terms with respect to the before - mentioned information. For ease of reference we refer to it below as '*credit-related personal information*').

Kind of information collected, held and derived

BPW Transpec collects, holds and discloses various types of credit – related personal information, including:

- your current and prior names, contact details, occupation and age;
- that you have applied for consumer and/or commercial credit, the name of each relevant credit provider, the type and amount of that credit ;
- that we and other credit providers are or have been a provider of credit to you and the type, characteristics and maximum amount of credit that we have provided or will provide;
- the date that any credit contract we or other credit providers have or had with you was entered into and the date that it is terminated or otherwise ceases;
- payments owed to us in connection with credit provided to you or in relation to which you are a guarantor, that are overdue for more than 60 days and any subsequent overdue repayments;
- your repayment history, i.e. whether in relation to credit facilities provided by us or other credit providers, you have made payments when due, and if not, when overdue payments have been made;
- whether in our or another credit provider's opinion you have committed a serious credit infringement;
- whether you have entered into arrangements with us or other credit providers in connection with credit provided to you;
- information available on reports issued by CRBs to assist in establishing credit worthiness;
- court proceedings information, personal insolvency information and credit-related publicly available information; and

- ratings, evaluations and other information relating to your credit worthiness which is derived by us or by CRBs based wholly or partly on the information above;

Some types of credit-related personal information may only be collected, held or derived under the Act for some and not all of the above purposes, or in some circumstances and BPW Transpec will only do so where it is permitted under the Act.

Collecting your credit-related personal information

BPW Transpec may collect your credit-related personal information from a variety of sources including:

- you (or a person acting on your behalf) through applications for credit and purchases;
- CRBs and other credit providers;
- Trade insurers; and
- the public domain.

BPW Transpec may derive information from your usage of any account with BPW Transpec, including repayments and defaults.

Storing and protecting your credit-related personal information

BPW Transpec stores your personal information in different ways including electronically or in paper form. The security of your personal information is important to BPW Transpec and we take reasonable steps to protect it from misuse, interference, loss, unauthorised access, modification or disclosure.

Some of the ways we do this include implementing security access procedures to databases, confidentiality agreements for our employees and only allowing access to personal information to individuals once BPW Transpec is satisfied as to identification requirements.

Purposes BPW Transpec collects, holds, uses and discloses your credit-related personal information

BPW Transpec may collect, hold, use and disclose your credit-related personal information as is reasonable for our business purposes and as permitted by the Act and other relevant laws.

These purposes include:

- assessing any application by you or an associated entity for credit with BPW Transpec;
- to process any purchases, returns or refunds from BPW Transpec
- to manage any credit provided by BPW Transpec to you or an entity associated to you;

- to assess your suitability to act as guarantor for any application for credit received by BPW Transpec;
- to participate in the credit reporting system as permitted under Part IIIA of the Act and the Credit Reporting Code
- to assist you in preventing default in relation to your credit accounts with BPW Transpec;
- to undertake debt recovery and enforcement activities including enforcing guarantees;
- to deal with access and corrections requests, complaints and meet legal and regulatory requirements; and
- to respond to requests from other credit providers.

Some types of credit-related personal information may only be collected, used or disclosed under the Act for some and not all of the above purposes, or in some circumstances and BPW Transpec will only do so where it is permitted under the Act.

CRBs

BPW Transpec may disclose to or obtain your credit-related personal information from CRBs where it is permitted under the Act.

The CRBS we share credit information with include:

Veda Advantage
 Veda - Customer Resolutions
 PO Box 964
 North Sydney NSW 2059
 1300 762 207
 corrections@veda.com.au
 www.mycreditfile.com.au

You have the right to request CRBs:

- not use their credit-related personal information for the purposes of pre-screening of direct marketing by a credit provider; and
- not to use or disclose credit-related personal information about you if you reasonably believe you have been, or likely will be, a victim of fraud.

Disclosure of credit-related personal information

BPW Transpec may as permitted by the Act or law share credit-related personal information with third parties including:

- BPW Transpec's trade insurers,
- BPW Transpec's related companies;
- Other credit providers;
- Companies that manage credit accounts and debt collection on our behalf.

BPW Transpec may also disclose your credit-related personal information to overseas recipients. It is not reasonably practical to list all the countries in which the recipients of your information are likely to be located, but it is likely such countries will include Germany and New Zealand and you consent to this disclosure. In providing this consent, you understand that the overseas recipient may not be accountable under the Act and you may not seek redress under the Act. The overseas recipient may not be subject to similar obligations as the Act or the CR Code.

If you do not consent to your credit related-personal information being disclosed to overseas recipients kindly contact BPW Transpec's privacy officer whose details are outlined below under 'Contact details for BPW Transpec's privacy officer'.

Marketing

BPW Transpec may use or disclose your credit-related personal information to let you know about our products and services or promotions that might be of interest to you. If you do not wish to receive any further marketing material from us, kindly contact BPW Transpec's privacy officer whose details are outlined below under 'Contact details for BPW Transpec's privacy officer'

Access to your personal information

You have a right to request access to credit - related personal information held by BPW Transpec subject to some exceptions authorised by law.

If you would like to access your credit-related personal information held by BPW Transpec kindly contact BPW Transpec's privacy officer, whose details are outlined below under 'Contact details for BPW Transpec's privacy officer'.

Correcting your personal information

You have a right to request to correct your credit-related personal information held by BPW Transpec.

If you would like to correct your personal information held by BPW Transpec kindly contact BPW Transpec's privacy officer, whose details are outlined below under 'Contact details for BPW Transpec's privacy officer'.

Complaints

You have a right to complain about any breach by BPW Transpec of the Act, the Australian Privacy Principles or binding privacy code such as the Credit Reporting Privacy Code.

In the first instance you should contact BPW Transpec's privacy officer whose details are outlined below under 'Contact details for BPW Transpec's privacy officer'.

You will receive an acknowledgment of your complaint as soon as within 7 days after we receive it. BPW Transpec will investigate your complaint and aim to resolve it within 30 days. If we cannot resolve your complaint within this period we will notify you as to the reasons why, specify a date when we expect a resolution and seek your agreement to extend this 30 day period (if you do not agree, BPW Transpec may then not be able to resolve your complaint).

BPW Transpec may consult with a CRB or another credit provider if we consider it necessary in order to deal with your complaint. If, while the complaint remains unresolved, BPW Transpec is disclosing information subject to the complaint to a third party, we may advise the third party about the complaint.

If BPW Transpec finds that your complaint is justified, we will resolve it.

If you are not satisfied with the outcome of your complaint to BPW Transpec, you may lodge a complaint with the Office of the Australian Information Commissioner whose contact details are below:

Office of the Australian Information Commissioner,
Level 3, 175 Pitt Street,
Sydney NSW 2000
Post: GPO Box 5218 Sydney NSW 2001
Tel: 1300 363 992
Email: enquiries@oaic.gov.au
Website: www.oaic.gov.au/

Contact details for BPW Transpec's privacy officer

The Privacy Officer
BPW Transpec Pty Ltd
PO Box 217 Laverton, Vic. 3028
privacyofficer@bpwtranspec.com.au
03 9267 2444

Changes to this Credit Reporting Policy

BPW Transpec may update this policy as required.