

1. General

- 1.1 This Credit Reporting Policy applies to all individuals for whom we hold credit information or credit eligibility information. In this policy, "we", "us", "our" and "Middy's" are references to Middendorp Electric Co Pty Ltd as trustee for the Middendorp Brothers Unit Trust (ABN 49 388 705 390). "You" and "your" means a natural person whose credit information we have knowingly collected.
- 1.2 Middy's is committed to ensuring the privacy of individuals and will endeavour to abide by Part IIIA of the *Privacy Act 1988* (the **Act**) and the "Credit Reporting Privacy Code" (the **CR Code**), which govern credit reporting in Australia.
- 1.3 This Credit Reporting Policy sets out how Middy's will collect, use and manage information that relates to an individual's:
- (a) "credit information", as defined in the Act, which relates to an individual's credit-related dealings with us; and
 - (b) "credit eligibility information", as defined in the Act, which relates to an individual's credit-related dealings with other credit providers, including:
 - (i) credit reporting information, as defined in the Act, provided by credit reporting bodies; and
 - (ii) credit worthiness information which we derived from credit reporting information.
- 1.4 Please see our Privacy Policy available on our website located at www.middys.com.au for information on how we manage general personal information. You can also obtain a copy of our Privacy Policy by contacting our Privacy Officer using the details located at the end of this Credit Reporting Policy.

2. What type of credit information do we collect?

- 2.1 The credit information which Middy's may collect includes, but is not limited to, a person's name, address, date of birth, employer, consumer credit liability information, repayment history information, a statement that an information request has been made about the person by a credit provider, mortgage insurer or trade insurer, the type of credit (consumer or commercial) and the amount of credit sought in a credit application for which we have made an information request to a credit reporting body, default information, payment information, new credit arrangement information, court proceedings information, personal insolvency information, publically available information, including information that relates to the person's activities in Australia and its credit worthiness or information entered in the National Personal Insolvency Index and an opinion made on reasonable grounds that the person has committed a serious credit infringement in relation to consumer credit.

3. Methods of collection

- 3.1 Middy's collects credit information from individuals including a director, principal, partner or officer of an Middy's customer, a guarantor or anyone else listed on a credit application form (**Credit Application**) from whom we have received consent.
- 3.2 Middy's collects credit information from individuals, where lawfully permitted to do so, in various ways including, but not limited to,:
- (a) collecting information submitted to Middy's on a Credit Application;
 - (b) from a credit reporting body; and
 - (c) from another credit provider

4. Purpose of collection

- 4.1 Middy's collects credit information for the primary purpose of conducting its business, which includes:
- (a) assessing any credit application made to Middy's, including consideration of the proposed guarantor(s);
 - (b) establishing, maintaining accounts and managing the related relationships;
 - (c) managing the delivery of products or services to you or your organisation and to charge and bill you for them;
 - (d) dealing with the management, recovery, securitisation and assignment of debts;
 - (e) to provide information to debt collection agencies, solicitors or legal representatives for the purpose of recovering debts;
 - (f) assessing credit defaults reported by any credit reporting body or a debt collection agency;
 - (g) to prevent or investigate any fraud or crime (or a suspected fraud or crime); and
 - (h) as allowed or required by law to do so.

5. Use and Disclosure of Information

- 5.1 To enable Middy's to assess a Credit Application, Middy's may, where the individual has given consent:
- (a) obtain from a credit reporting body a credit report containing personal information about the individual listed on the Credit Application, pursuant to section 21H of the Act; and
 - (b) obtain a report from a creditor reporting body and other information in relation to the commercial credit activities of all individuals listed on the Credit Application.
- 5.2 In accordance with section 21J of the Act, Middy's may, where the individual has given consent, give to, and obtain from, any credit provider named in the Credit Application and credit providers that may be named in a credit report issued by a credit reporting body information about that person's credit arrangements. Credit reporting information can be used for the purposes of assessing an application for credit, assisting the applicant to avoid defaulting on its credit obligations, notifying other credit providers of a default by it, assessing credit worthiness, assessing whether Middy's ought to accept the customer as a guarantor in relation to an application for credit and internal management, being purposes directly related to the provision or management of credit.
- 5.3 Middy's may also disclose personal information to credit reporting bodies in relation to credit-relating dealings, for example where an individual fails to meet payment obligations or commits a serious credit infringement
- 5.4 Middy's may disclose credit information to the following credit reporting bodies:
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| Veda Advantage
Veda - Customer Resolutions
PO Box 964
NORTH SYDNEY NSW 2059
1300 762 207
corrections@veda.com.au
www.mycreditfile.com.au | Dun and Bradstreet
Attn: Public Access Centre
PO Box 7405
ST KILDA RD VIC 3004
1300 734 806
pac.austral@dnb.com.au
www.dnb.com.au | Experian Australia
Attn: Credit Report
PO Box 1969
NORTH SYDNEY NSW 2060
1300 783 684
creditreport@au.experian.com
www.experian.com.au |
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- 5.5 Each of these credit reporting bodies is required to have a policy about how they manage credit-related personal information. These policies can be accessed on each credit reporting body's website or by contacting them directly.
- 5.6 The individual has the right to request a credit reporting body not to use its credit reporting information for pre-screening direct marketing requested by a credit provider. This request should be made directly to the credit reporting body.
- 5.7 Middy's will not disclose personal information overseas without your consent.

6. Access and correction

- 6.1 Part IIIA of the *Privacy Act 1988* (the **Act**) allows individuals to obtain confirmation of whether or not Middy's holds credit eligibility information about them, as well as gain access to, or correct, the personal information Middy's holds in certain circumstances. Middy's may impose a reasonable charge for providing access to credit information.
- 6.2 Under the Act there are limited circumstances in which access to some or all of the personal information collected may be denied. If this applies, Middy's will explain this to the individual requesting access to their information in writing within a period of 30 days, depending on the amount of information required.
- 6.3 Middy's endeavours to ensure that the personal information held is accurate, complete, up-to-date, and in some cases, relevant and not misleading.
- 6.4 Middy's will take reasonable steps to correct any credit-related personal information that Middy's learns is inaccurate, incomplete, irrelevant, misleading or no longer up-to-date. This will generally occur by an individual notifying Middy's of any change in their personal information, typically by contacting Middy's using the details at the end of this Policy.
- 6.5 If any personal information held by Middy's is no longer needed for any purpose in this policy, and no applicable law requires Middy's to retain that information, Middy's will take reasonable steps to de-identify or destroy the relevant personal information.

7. Data Quality and Security

7.1 Security

- (a) Middy's will take reasonable steps to keep any credit eligibility information held about an individual secure, protected from misuse and interference and unauthorised modification.
- (b) Middy's has security access to its premises and control and protection measures regarding its electronic databases.
- (c) Please be aware that no security measures are perfect or impenetrable. Middy's cannot control the actions of other users with whom individuals share their information. Middy's cannot guarantee that only authorised persons will access or view individuals' credit information.
- (d) Middy's cannot ensure that information provided to Middy's will not become publicly available. Middy's is not responsible for third party circumvention of security measures on the electronic databases or at any of our premises.

7.2 Storage of Personal Information

- (a) The credit information Middy's collects is stored on a database which is hosted in Australia.
- (b) Middy's will maintain the following records:
- (i) where Middy's receives credit eligibility information disclosed to it by another credit provider:
- (A) the date on which that information was disclosed;
- (B) the credit provider who disclosed the information;
- (C) a brief description of the type of information disclosed; and
- (D) the evidence relied upon that the consent requirements have been met;
- (ii) for each disclosure that Middy's makes of credit reporting information or credit eligibility information (as applicable):
- (A) the date of the disclosure;
- (B) a brief description of the type of information disclosed;
- (C) the recipient of the information;
- (D) evidence that the disclosure was permitted under the Act or the CR Code;

- (iii) records of any consent provided by an individual for the purposes of Part IIIA of the Act or the CR Code;
 - (iv) records of correspondence and action taken in relation to requests for, or notifications of, corrections, complaints and monitoring and auditing of Middy's in accordance with the Act and the CR Code.
- (c) Middy's will retain the records listed in clause 7.2(a) of this Credit Reporting Policy for a minimum of five years from the date on which the record is made.
- (d) Notwithstanding clause 7.2(c) if any credit eligibility information that Middy's holds is no longer needed for the purpose for which it was collected or disclosed, and no applicable law requires Middy's to retain that information, Middy's will take reasonable steps to de-identify or destroy the relevant personal information.

8. Changes to this policy

Middy's may discontinue or amend any part or the whole of the policy from time to time at its absolute discretion. The changes will be effective immediately and will apply to all information held by Middys at the time. Any changes will be made and notified on our website located at www.middys.com.au.

9. Complaints

- 9.1 If an individual believes the Middy's has breached its obligations under Part IIIA of the Act or the Credit Reporting Privacy Code, the individual may complain to the Privacy Officer by telephone, mail or email (see "Contact details" below).
- 9.2 Middy's will acknowledge receipt of the complaint within 7 business days and will attend to the complaint and endeavour to resolve it within 30 business days.
- 9.3 If an individual is not satisfied with the outcome, he or she is entitled to complain to the Office of the Australian Information Commissioner, whose website is: www.oaic.gov.au.

10. How to contact us about privacy

If you have any questions or concerns about this Policy or how Middy's manages the credit information collected, you can contact our Privacy Officer as shown below:

Credit Manager
Locked Bag 1, Brunswick, Vic, 3056
03) 8359 9545
credit@middys.com.au