



## Privacy Collection Statement

Last updated: 1 Nov 2023

We are China Merchants Bank Co., Ltd (ARBN 96 609 857 383, AFSL 498531) trading as China Merchants Bank, Sydney Branch (**the Bank, we, us, our**), and we are committed to protecting your personal information in accordance with the *Privacy Act 1998* (Cth) (**Privacy Act**) and its Australian Privacy Principles (**APPs**).

We normally collect your personal information directly from you. Where we collect your information from someone other than you (such as a broker or agent, including any syndication agents) they should provide you with this Statement.

If you provide Personal Information to the Bank about someone else who is not a signatory to this form, you agree that you have their consent and have shown them a copy of this Privacy Consent Statement, to allow them to understand the manner in which their Personal Information may be used or disclosed by the Bank in connection with your (and their) dealings with the Bank.

Your personal information is collected for the purposes stated below and because the collection is required or authorised under the Australian banking, taxation and anti-money laundering and counter terrorism financing laws.

If you do not provide all or some of your personal information we have asked for, we may be unable to provide you with the products or services you have applied for.

### Why do we collect your personal information?

We collect your personal information for the following purposes:

- **(products and services)** to assess and process your application for our products or services;
- **(maintenance)** to establish, maintain and administer our products and services for you;
- **(identification)** to identify you in our dealings with you. This may include your facial biometrics if you use our online or digital applications or your audio biometrics if you call us;
- **(legal and regulatory compliance)** to comply with our legal and regulatory requirements (such as customer identification under the anti-money laundering and counter-terrorism financing laws);
- **(disputes)** to investigate and resolve any complaints or disputes you may raise with us;
- **(ongoing administration)** perform the Bank's required business administration, including account keeping, risk management, record keeping, archiving, systems development and testing, credit scoring, fraud prevention and staff training;
- **(our contractual arrangements)** to meet and manage our rights and obligations in relation to our contractual arrangement, including with external payment systems;
- **(product and service enhancements)** to develop, establish and administer alliances and other arrangements (including rewards programs) with other organisations to enhance the promotion, administration and use of our products and services;
- **(marketing)** develop and identify products and services that may interest you, including through conducting market and customer satisfaction research, and to tell you about products, services, offers and promotions that might interest you (unless you ask us not to do so by opting out from our direct marketing material, either through our electronic 'opt outs' or by telling us you no longer wish to receive marketing material).

Where we collect your **sensitive information** (which may **include** a number of things, such as trade association information, health information, facial biometrics or audio information) we

will ask for your consent before we collect it. Please see our Privacy Policy for more information about sensitive information.

### **Disclosing your personal information**

We may disclose your personal information to:

- any of our related bodies, including the China Merchants Bank Head Office and its subsidiaries;
- credit reporting bodies;
- our agents, contractors, service providers and external advisers (including legal, accounting and tax advisers);
- anyone who introduces your business to us;
- anyone you authorise us to disclose your information to, including guarantors, your executor, administrator, trustee, guardian or attorney, co-borrowers, finance brokers, builders, settlement agents or other credit providers for the purposes you have agreed to
- regulatory bodies, government agencies, law enforcement bodies and courts;
- debt collection agencies and assignees to whom we assign debt, including prospective assignees;
- our suppliers or other organisations that we deal with to provide you with our products and services, including IT service providers, web developers, mailing houses, administrators, marketing and advertising agencies, external consultants of any kind and their agents, related bodies corporate and subcontractors;
- external payment systems operators;
- our insurers or prospective insurers and their underwriters, including our mortgage insurers;
- any person that we have arrangements with, to the extent necessary to carry out any instruction you give us.

### **Overseas disclosures**

We may disclose your personal information to overseas recipients, including the People's Republic of China, as we store information on overseas servers and may need to transfer your information to our Head Office or related bodies to provide you with the products and services you have requested.

If you have provided your consent to us disclosing your personal information to overseas recipients without complying with APP 8.1, to the extent allowed by the APP, we may disclose your information to overseas recipients without taking reasonable steps to ensure the overseas recipient does not breach the APPs.

### **How to access and correct your personal information**

How we manage your personal and credit-related information is set out in our Privacy Policy, accessible on our website at

<https://sydney.cmbchina.com/ENG/About/Default.aspx?webid=4e5357d2-900f-4e9d-9435-b3d59eb4953f>.

Our Privacy Policy also contains information about how you may access or correct your personal information that we hold about you, or how you may raise a complaint about how management of your personal information (including if we have breached the Privacy Act, APPs or the Privacy (Credit Reporting) Code 2014 (**CR Code**)) and how we will deal with your complaint.

### **Credit-related information**

You agree that, in assessing an application for credit or in assessing whether to accept you as a guarantor to an application for credit, the Bank may obtain a credit report about you and use it in assessing whether to accept you as a borrower or guarantor. For more information about the Bank's uses your credit information (including in what circumstances the Bank may disclose your credit information to a credit reporting body, together with details of those credit reporting bodies), please review the Bank's Credit Reporting Policy on our website at <https://sydney.cmbchina.com/ENG/About/Default.aspx?webid=4e5357d2-900f-4e9d-9435-b3d59eb4953f>, which also includes information about how you can access and correct your credit information or credit eligibility information.