



Credit Reporting Policy

Version 1

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THE PEOPLE'S POWER

Credit Reporting Policy

1. General

- 1.1. This policy explains how Powow Power Pty Ltd (referred as "us ", "we" or "our") manage your credit information and credit eligibility information, which is regulated by Part IIIA of The Privacy Act 1988 (Cth) (**'Privacy Act'**) and the Credit Reporting Privacy Code.
- 1.2. **Credit information** is general information that relates to credit that you as a customer (referred as "you" or "your") have applied for (such as loans, hire purchase agreements or other deferred debts), and includes identification information, basic information about your credit account, information about the types of credit provided to you, details about information requests we make about you to Credit Reporting Bodies ("CRBs"), information about certain overdue payments and serious credit infringements, and any other information that can be collected by CRBs.
- 1.3. Access to our Credit Reporting Policy is free and a copy is available on our website at www.powowpower.com.au. If you would like us to post you a copy of our Credit Reporting Policy, or have questions about it or its contents, please call us on 1800 865 054.
- 1.4. **Credit eligibility information** is information equivalent to the kinds of information listed directly above that we generally collect from CRBs. This information relates primarily to your dealings with other credit providers (for example, banks, other financial institutions, or other organisations that may provide you with credit in connection with their products or services). It may also include certain credit worthiness information that we derive from the data we receive from a CRB.
- 1.5. Our practices and internal policies follow this credit reporting policy and our staff must ensure compliance as a condition of their employment. In any third-party contracts we enter into, there is a duty to maintain personal information under this credit reporting policy and in a manner consistent with the Privacy Act.
- 1.6. Occasionally we will update this credit reporting policy. If we do so we will update the version number. Any changes to this credit reporting policy will follow our legal obligations.



2. What credit-related information we collect, and how we collect it

- 2.1. We may collect credit information and credit eligibility information about you including your credit history, and information about certain overdue payments and serious credit infringements (such as defaults and judgements).
- 2.2. The most common ways we collect and hold your credit information and credit eligibility information include:
 - 2.2.1. Collect credit information about you in any of the circumstances relating to other personal information described in our Privacy Policy under “How and why we collect personal information?”.
 - 2.2.2. Collect credit eligibility information about you from other credit providers.
- 2.3. We safeguard your credit information and credit eligibility information in the ways described in our Privacy Policy under the heading “Storage of personal information”.

3. Why we use and disclose your credit information and credit eligibility information

- 3.1. We may use your credit information and credit eligibility information for the purpose of:
 - a. Processing credit-related applications and managing credit that we provide.
 - b. Assisting you to avoid defaults;
 - c. Collecting amounts, you may owe us in relation to such credit, as well as dealing with serious credit infringements (for example, if you deliberately seek to evade your payment obligations);
 - d. Assigning our debts;
 - e. Participating in the credit reporting system; and
 - f. Dealing with complaints or regulatory matters relating to credit or credit reporting.
- 3.2. We may also use and disclose your credit information and credit eligibility information in accordance with the circumstances described in our Privacy Policy under the headings “How and why we collect personal information?” and “What personal information is collected and how we use it?” and “Disclosure of personal information”.

3.3. We may disclose your credit information and credit eligibility information in accordance with the purposes described directly:

- a. CRBs (i.e., if you fail to meet your payment obligations to us, or you commit a serious credit infringement, in relation to consumer credit for our products or services);
- b. Other credit providers, existing or previous suppliers of goods or services, your bank and certain other businesses;
- c. Any organisation involved in a corporate reorganisation with us or considering acquiring an interest in our assets or business;
- d. As required or authorised by law (i.e., to a law enforcement agency, a regulatory body or an industry ombudsman; and
- e. Any person or organisation for which you have given your consent.

4. What we disclose your credit information and credit eligibility information

4.1. When we disclose your information to CRBs, including information about you in connection with your applications for, or other dealings with us regarding, such products or services, these CRBs may include such information in the credit reporting information they disclose to other credit providers to assist them in assessing your credit worthiness.

5. The situation we store and disclose your credit information and credit eligibility information outside of Australia

5.1. Some of the people and entities to whom we may disclose your credit information or credit eligibility information are based outside Australia. For more information, please refer to the circumstances described in our Privacy Policy under the heading “Disclosure of personal information”.

6. The credit reporting bodies

6.1. We may disclose your credit information and credit eligibility information to the following CRBs:

Illion Australia Pty Ltd (formerly trading as “Dun & Bradstreet”)

Telephone: 13 23 33

Website: www.illion.com.au

- 6.2. A CRB is required to have a policy which explains how they will manage your credit-related information. You can view the policy for each CRB that we deal with at the relevant links above.

7. Exclude your credit reporting information from pre-screening for direct marketing

- 7.1. Some credit providers (for example, banks and finance companies) can ask CRBs to pre-screen their direct marketing offers for consumer credit by using credit reporting information.
- 7.2. Also, you have a right to ask a CRB to exclude your credit reporting information from such use. You should contact the relevant CRB directly to ask.

8. Steps for protecting your credit reporting information

- 8.1. If you believe that you are the victim of fraud (for example, if you think that someone is misusing your identity to apply for credit), or are likely to be, you can take the steps to protect your credit reporting information:
- a. You have a right to ask a CRB not to use or disclose your credit reporting information.
 - b. You should contact the relevant CRB directly to ask.
 - c. If you make such a request, a CRB will not disclose information about you for 21 days.
 - d. You can request an extension to this period if you believe you are still, or still likely to be, a victim of fraud.

9. Access or correct your personal information and credit reporting information, or make a privacy complaint

- 9.1. Under the Privacy Act, you have the right to ask for access to, or correction of, personal information and credit reporting information that we hold about you.
- 9.2. However, we may limit your access if access would disclose personal information about another person, or where it would disclose commercially sensitive information. You also have the right to make a complaint if you believe that we have not complied with the Privacy Laws in relation to your information.



- 9.3. To obtain access, correct your information, make a complaint or inquire about your rights, please contact us in writing using the contact details provided below. We will acknowledge any complaints in writing as soon as practicable, and to respond to any complaints or inquiries within 30 days. We may need to consult with a CRB or another credit provider to do so. If we need more than 30 days to resolve your complaint, we will advise you of the reasons for the delay and ask for your consent to extend this day period.

10. Contact Details

Company Name: Powow Power Pty Ltd

Telephone: 1800 865 054

Email: info@powow.com.au

Mailing address: Level 1, 530 Botany Road, Alexandria NSW 2015.