



Credit Reporting Policy

Credit Reporting Policy (including important information about how credit reporting affects you)

This Credit Reporting Policy applies to Custom Fleet Entities (being Custom Fleet Pty Ltd ABN 69 005 093 701, Element Fleet Services Australia Pty Ltd ABN 14 119 426 612 and Custom Service Leasing Pty Ltd ABN 60 073 245 084) and should be read together with our Privacy Policy, available at: <https://www.customfleet.com.au/assets/docs/privacy-policy.pdf>

This Credit Reporting Policy was last updated in April 2024.

We take our obligations to protect the personal information of individuals, including credit information and credit eligibility information, seriously.

We are bound by Part IIIA of the Privacy Act 1988 (Cth) ("Privacy Act") and the Privacy (Credit Reporting) Code 2014 ("CR Code"), which governs credit reporting in Australia.

About this Credit Reporting Policy

The purpose of this Credit Reporting Policy is to tell you how we manage:

- credit information - this is information about your past and present credit arrangements with us and other credit providers. For a list of what credit information is, see 'What kinds of credit information do we collect and hold?' below; and
- credit eligibility information - this is credit information we receive from credit reporting bodies, and information derived from that information that has a bearing on credit worthiness, that is used to establish eligibility for consumer credit

The Privacy Act contains a variety of detailed definitions describing these types of information. To make it easier for you to read this policy we have only included some general explanations above. If you would like to refer to the full provisions in the Privacy Act and / or CR Code they are available on the website of the Office of the Australian Information Commissioner at www.oaic.gov.au

This Policy explains:

- the kinds of credit information that we collect and hold;
- how we collect and hold credit information;
- the purposes for which we collect, hold, use and disclose credit information;
- how you may access your credit information held by us or request correction of that information;
- how to make a complaint if you consider that we have not complied with the Privacy Act or with the CR Code, and how we will deal with such complaints; and
- the circumstances in which we may disclose credit information and credit eligibility information to overseas recipients and the countries where such recipients may be located.



This Policy applies to any individual in relation to whom we hold credit information or credit eligibility information no matter how they interact with us (e.g. online, in person or over the phone). The latest version of this Policy will be published on our website at: <https://www.customfleet.com.au/privacy.html>

For information about how we manage other personal information about you please see our Privacy Policy available on our website at: <https://www.customfleet.com.au/assets/docs/privacy-policy.pdf>

What kinds of credit information do we collect and hold?

- We collect and hold your credit information, examples of which include:
- Identification information, such as your name, address, date of birth or employer.
- Consumer credit liability information. This is information about consumer credit accounts you hold, or have held, with us, such as the type of account, the date the account was opened and closed, the lease facility amount conditions relating to instalments.
- A note that we have made an information request about you with a credit reporting body. An information request is when we ask a credit reporting body to provide us with credit reporting information about you;
- The type of credit and the amount of credit sought in an application made by you, in connection with which we made an information request.
- Default information. This is information about a payment owed by you as a borrower or guarantor in connection with consumer credit that remains overdue for more than 60 days, and for which we have requested payment.
- Payment information. Payment information is a statement that an overdue payment in relation to which default information was provided to a credit reporting body has been paid.
- Court proceedings information. This is information about a judgment of an Australian court that is made against you that relates to credit that was provided to, or applied for, by you.
- Personal insolvency information. This is information recorded in the National Personal Insolvency Index and relating to your bankruptcy, a debt agreement proposal given by you, a debt agreement made by you, a personal insolvency agreement executed by you, a direction given, or an order made, under the Bankruptcy Act that relates to your property, or an authority signed under the Bankruptcy Act, that relates to your property.
- Publicly available information about you that relates to your activities in Australia or the external territories and your credit worthiness and that is not court proceedings information about you or information about you that is entered or recorded in the National Personal Insolvency Index.
- An opinion we have on reasonable grounds that you have committed a serious credit infringement in relation to consumer credit that was provided to you. A serious credit infringement includes, in summary:
 - that you were fraudulently obtaining (or attempting to obtain) consumer credit; or
 - that you are fraudulently evading (or attempting to evade) your consumer credit obligations; or
 - that you are no longer intending to comply with your consumer credit obligations as we have not been able to contact you for 6 months in accordance with the Privacy Act.



How do we collect credit information?

We collect credit information in a variety of ways, such as obtaining the relevant information directly from you, by persons acting on your behalf (including on application forms or other forms or in our ongoing dealings with you, in connection with credit), credit reporting bodies, service providers and government entities. Some credit information will also be derived by us from your transactions in connection with credit, such as when you make payments to us.

Exchanges of information about you with credit reporting bodies

We may obtain credit reporting information about you from credit reporting bodies. Credit reporting information includes:

- credit information of the kinds listed under 'What kinds of credit information do we collect and hold?' but relating primarily to your dealings with other credit providers (such as about credit applications you have made or credit that you hold with other credit providers). This information will typically have been provided by other credit providers or other third parties; and
- credit worthiness information about you that credit reporting bodies derive from the information above, such as credit scores, risk ratings and other evaluations about you.

We may also disclose your credit information relating to your dealings with us to credit reporting bodies. Those credit reporting bodies may include that information in reports that they provide to other credit providers to assist them to assess your credit worthiness. For example, we will provide information that identifies you and information about your application for a lease or other credit when we obtain credit information to assess that application. If you fail to meet your payment obligations in relation to consumer credit or if you commit a serious credit infringement, we may be entitled to disclose this to credit reporting bodies.

We disclose credit information to the following credit reporting body:

- Equifax Australia Information Services and Solutions Pty Limited
Website: www.equifax.com.au
Postal address: PO Box 964, North Sydney, NSW 2059

Credit reporting bodies are each required to have a policy which explains how they will manage your credit-related personal information. If you would like to read their policy please visit their website and follow the "Privacy" links, or you can contact them directly for further information.

You have the right to request that a credit reporting body:

- exclude your credit reporting information from being used by them in connection with pre-screening for direct marketing requested by a credit provider; and
- not use or disclose your credit reporting information if you believe that you have been, or are likely to be, the victim of fraud (for example, if you suspect that someone is using your identity details to apply for credit).

You should contact each relevant credit reporting body directly if you wish to request any of the above.



What kinds of credit worthiness information do we derive from credit reporting information?

We utilise credit reporting information obtained from credit reporting bodies to derive other information that assists us in assessing your credit worthiness, for example, credit risk ratings and credit scores.

How do we hold and protect credit information and credit eligibility information?

We understand the importance of protecting the personal information, including credit information and credit eligibility information, we hold. We take steps to ensure that this personal information is free from misuse, interference, loss, unauthorised access, or modification which include:

- securing information both in physical and electronic form;
- having internal procedures and measures limiting access to personal information only to those that need access for their legitimate activities; and
- protecting our systems with appropriate technology solutions.

For what purposes do we collect, hold, use and disclose credit information and credit eligibility information?

We collect, hold, use and disclose credit information and credit eligibility information about you for purposes reasonably necessary for our business activities and consistently with the requirements in the Privacy Act as permitted by law. These purposes include:

- to assess applications for credit (including assessing any proposed guarantors);
- for the ongoing servicing and administration of our accounts and products;
- to assist with the management, including recovery, of outstanding debts;
- to assist you if we consider that you may be at risk of default;
- internal management purposes;
- for data analysis;
- to participate in the credit reporting system and provide information to credit reporting bodies as permitted by the Privacy Act;
- to undertake securitisation and funding activities and debt assignments;
- to deal with complaints and legal proceedings;
- to meet our legal and regulatory requirements (such as reporting matters to regulators or enforcement bodies when authorised or required by law); and
- to assist other credit providers with such purposes in circumstances permitted by the Privacy Act (such as disclosing information to another credit provider with your consent or where you have committed a serious credit infringement).

Restrictions apply under the Privacy Act in relation to the circumstances and purposes for which such information may be used or disclosed and we comply with these restrictions. For example, credit eligibility information may not be disclosed to some types of overseas entities, and restrictions apply on the use of credit eligibility information for direct and indirect marketing.



Will we be disclosing your credit information or credit eligibility information to overseas organisations?

As is the case throughout the Australian financial services industry (and other major industries), technology allows for services to be provided by different service providers including some that are located overseas. We utilise overseas service providers for some of our activities, and to do so we may need to disclose credit information or credit eligibility information to those service providers. We may also disclose such information to other overseas recipients for the purposes listed above when permitted to do so by the Privacy Act.

It is likely that the countries to which your credit information or credit eligibility information may be disclosed will include New Zealand, United States and Canada, countries which we believe have privacy laws substantially similar to Australia, or where the recipients are subject to restrictions that provide equivalent protection. If we disclose your personal information to recipients in any other jurisdiction, we will take reasonable steps in the circumstances to ensure the recipient does not breach relevant Australian privacy laws.

How can you access or correct credit eligibility information we hold about you?

We aim to hold accurate and up-to-date credit information and credit eligibility information about you at all times. You may access or request correction of any credit eligibility information which we hold about you by contacting us. The [Contact us](#) section of our website contains details of the ways you can contact us.

We will need to verify your identity before giving you access to your personal information. We will usually provide the information requested within 30 days of receiving your request. There is no charge to make a request for access, but we may apply an administration fee for providing access in accordance with your request.

We will advise you in writing if:

- there is a reason we are unable to agree to a request for access to your credit eligibility information; or
- we do not agree to a request to correct information we hold about you. If this occurs, we will also advise you of our reason for not agreeing to the correction request.

How can you make a complaint about our compliance with our credit reporting obligations and how will we deal with such a complaint?

If you believe that we have failed to comply with the requirements in the Privacy Act or the CR Code, please contact us. The [Contact us](#) section of our website contains details of the ways you can contact us.

We aim to review and resolve your enquiries as quickly and fairly as possible. We will keep you informed of our progress. We will do all we can to provide you with the most suitable response specific to your situation and ensure, where possible, that your complaint is resolved to your satisfaction.



If the complaint remains unresolved, you may refer the matter to our recognised External Dispute Resolution scheme ("EDR"). Custom Fleet entities are members of the Australian Financial Complaints Authority ("AFCA"). AFCA independently and impartially resolves disputes between consumers and participating members on matters including privacy.

The contact details for AFCA are:

Australian Financial Complaints Authority
GPO Box 3
Melbourne Victoria 3001
Australia
Phone: 1800 931 678
Email: info@afca.or.au
Website: www.afca.org.au

Alternatively, the matter may be referred to the [Office of the Australian Information Commissioner](#) (the "OAIC"). The contact details for the OAIC are:

The Office of the Australian Information Commissioner
GPO Box 2999
Canberra ACT 2601
Australia
Phone: 1300 363 992
Fax: 02 9284 9666
Website: www.oaic.gov.au

Our contact details

If you would like to:

- request access to your personal information held by us;
- correct your personal information held by us because you believe that the information that we hold about you is incorrect in any way; or
- raise a concern about our handling of your personal information,

You can contact us:

- in writing at Attn: Privacy Officer, Custom Fleet, Level 11, 333 Collins Street, Melbourne VIC 3000;
- by phone, by contacting your Relationship Manager or Custom Fleet representative (whichever is applicable).

The [Contact us](#) section of our website contains details of other ways you can contact us.