

Mega International Commercial Bank Co. Ltd (“Mega ICBC”) Australia Branch

PRIVACY Policy

Version: 2024.1

Version Date: February 2024



兆豐國際商業銀行
Mega International Commercial Bank

OUR COMMITMENT TO PROTECT YOUR PRIVACY

Mega International Commercial Bank Co. Ltd 27 079 372 688, AFSL and Australian Credit Licence Number: 247346 and its related businesses (collectively known as "Mega ICBC" and also referred to in this Policy as "us," "we" and "our") seeks to provide the best possible service to its customers by providing the best possible range of financial products and services.

We understand how important it is to protect your personal information. This document sets out our Privacy Policy commitment in respect of personal information that you may provide to us.

We recognise that any personal information we collect about you will only be used for the purposes indicated in our policy, where we have your consent to do so, or as otherwise required or authorised by law. It is important to us that you are confident that any personal information we collect from you or is received by us will be treated with appropriate respect ensuring protection of your personal information.

Our commitment in respect of personal information is to abide by the Privacy Act 1988 (Cth) and any other relevant law.

WHO IS MEGA ICBC?

In Australia, Mega ICBC has a number of branches, all of which are branches of Mega ICBC, Taiwan. Mega ICBC provides deposit and lending products to approved applicants. We may also provide other products such as foreign exchange products; electronic funds transfer arrangements and other investment products. We may also market other products.

PERSONAL INFORMATION

The Privacy Act regulates the collection, use and disclosure of **personal information**.

When we refer to **personal information** we mean information or an opinion about an individual customer or an individual who is a director, partner, trustee or beneficial owner of a body corporate or organisation customer from which that individual is, or may reasonably be, identified.

An individual is a natural person (as distinct from a company, trust, partnership or other type of organisation).

This information may include

- Information about the individual – including name, date of birth, address, contact details, gender, number and age of your dependants and marital status
- Nationality
- driver's licence number
- Financial and transaction information
- employment history
- tax residency details and tax file numbers
- identity verification details (e.g. Medicare number)
- complaint and enquiry details
- Other Personal Information, such as details of your interaction with us

The personal information we collect about you may also include **credit information** about you. Credit information is information which is used to assess your eligibility for a loan and may include

information about your income, assets, liabilities and repayment history information relating to credit that has been provided to you or that you have applied for. This includes credit for personal, domestic or household purposes and credit in connection with a business. It can also cover information about you as a guarantor of a loan.

Personal information also includes **sensitive information**. Sensitive information includes information about an individual's health, race or ethnic background, their religion, trade union membership, political opinion, sexual preference, criminal record, genetic information or biometric information. Generally we will not collect such information about an individual, unless such information is required in order to process an application for a product or service provided by us. We will only collect sensitive information about an individual with that person's consent.

The Privacy Act allows an individual to:

- know what kinds of personal information we collect and store;
- know how we collect personal information and where it is stored
- know why their personal information is being collected, how it will be used and who it will be disclosed to;
- know whether they have the option of not identifying themselves, or of using a pseudonym in certain circumstances;
- ask for access to their personal information (including their health information);
- stop receiving unwanted direct marketing;
- ask for their personal information that is incorrect to be corrected;
- make a complaint about Mega ICBC, if they think Mega ICBC has mishandled their personal information; and
- know if we are likely to disclose their information outside Australia and, if practical, which countries we are likely to disclose the information to.

INFORMATION ABOUT NON-INDIVIDUAL CUSTOMERS

If our customer is an entity other than an individual, for example a company or a trust, we may collect information about that entity. This information may include that entity's name and address, registration details, details of individuals involved with that entity (such as the directors, partners, trustees and beneficial owners) and financial information about that entity.

In this policy, a reference to Information includes personal information (including credit information and sensitive information) about individuals as well as information about non-individual customers.

WHY WE COLLECT YOUR INFORMATION

We collect and receive Information about you in order to conduct our business and to provide our services, including taking deposits or offering other investments, assessing and obtaining approval for loans, arranging or providing credit, offering electronic funds transfers or providing foreign exchange services. We also collect Information about you to enable us to conduct direct marketing of our products and services. If you apply for employment with us we may also collect personal information about you.

HOW DO WE COLLECT YOUR INFORMATION?

Information may be collected by us in a number of circumstances, including when you:

- apply to become a customer of Mega ICBC or apply for one of our products or services; or
- communicated with us via phone calls; or
- attend an event hosted by us; or
- apply for employment with us; or
- provide us with feedback or make a complaint;

Where reasonable and practical we will collect Information about you directly from you or one of your representatives or from publically available information. However, we will also collect Information about you from third parties, such as a partner or spouse who contacts us on your behalf, from our contractors who supply services to us, through our brokers and introducers, from advisers such as accountants or lawyers or other organisations authorised by you.

If you do not provide the Information requested by us, we may not be able to provide you with our services.

If you provide Information to us about another individual or about an entity with which you are associated, you must ensure that you are entitled to disclose that Information to us and that, without us taking any further steps required by privacy laws or by our general duty of confidentiality, we may collect, use and disclose such Information for the purposes described in this Privacy Policy. For example, you should take reasonable steps to ensure any individual concerned is aware of the various matters detailed in this Privacy Policy. Any such individual or entity must also provide the consents set out in this Privacy Policy in respect of how we will deal with their Information.

We may collect your Information from you via phone call recordings when you call Mega ICBC or when we call you. Your implied consent is taken when you call us and continue to speak to us after hearing that calls may be recorded.

We may also collect credit-related Information about you as a result of credit checks that you authorise us to carry out.

The kinds of credit -related Information we may collect about you includes:

- information about your identity;
- information about consumer credit loans that you currently have applied for including:
 - repayment history information,
 - the type and amount of credit sought in each application;
 - default and payment information,
 - information about any court proceedings; and
 - information about your personal insolvency; and
 - information about commercial loans which you may have applied for.

HOW DO WE USE YOUR INFORMATION?

We use Information provided to us for the purpose for which it has been provided, for reasonably related secondary purposes, any other purpose you have consented to and any other purpose permitted under the Privacy Act. This may include using your Information for the following purposes:

- to provide you with the products or services you requested;
- to verify your identity;

- to assess, process and manage your application for a product or service offered by us, including to verify your details and assess our risk;
- to assess, process and manage your application for employment; or
- for complaints handling or data analytics purposes; or
- for security, quality assurance and training purposes.

In particular, when assessing an application to be a borrower or guarantor, we may use your credit-related personal information for the purposes of assessing the application, assessing your credit-worthiness or managing the finance provided to you.

TO WHOM WILL WE DISCLOSE YOUR INFORMATION?

To enable us to maintain a successful business relationship with you, we may disclose Information about you to:

- organisations that provide products or services used or marketed by us, including other credit providers, mortgage intermediaries (such as mortgage brokers, mortgage originators and mortgage managers), funders, lenders, valuers, trustee companies, financial institutions, surveyors, credit reporting agencies, rating agencies and debt collectors;
- your employer/s or referees, your guarantors, your professional advisors, your bank and any other organisation that may have or is considering having an interest in our business or a product provided by us;
- companies and contractors who we retain to provide services for us, such as IT contractors, call centres, stationery printing houses, mail houses, storage facilities, lawyers, accountants and auditors, who will need to have access to your Information to provide those services;
- people considering acquiring an interest in our business or assets;
- Document Verification Services to verify your identity as set out in this Policy; and
- other individuals or companies authorised by you

By providing us with your Information, you consent to us disclosing your Information to such entities without obtaining your consent on a case by case basis.

Sometimes we are required or authorised by Australian law to disclose your personal information. Circumstances in which we may disclose your personal information would be to a Court, Tribunal or Law Enforcement Agency in response to a request or in response to a subpoena or to the Australian Taxation Office. From time to time, we may also be required to provide Information about you to a foreign law enforcement agency or foreign regulator.

Some of our related bodies corporate, other branches of Mega ICBC and some of our third party service providers (including our information technology service providers) are located in countries outside of Australia. Although our contracts with third parties generally include an obligation for them to comply with Australian Privacy Law and our Privacy Policy, some of our related bodies corporate, branches and third party service providers are located in countries that do not have laws that provide the same level of protection as the laws of Australia.

We may also use cloud storage and IT servers that are located offshore.

CREDIT REPORTING NOTIFIABLE MATTERS (THIS SECTION APPLIES ONLY TO 'PERSONAL INFORMATION' ABOUT INDIVIDUALS)

We may provide your credit information to a credit reporting body if you apply for any kind of credit or offer to act as guarantor. The credit reporting body may provide the information that we report

about you to other credit providers to assist them to assess your credit worthiness. We may also obtain information that other credit providers have provided to the credit reporting body to use in our assessments of your credit-worthiness.

If you fail to meet your payment obligations in relation to any loan that we have provided to you, or any loan that we have arranged for you, or if you commit a serious credit infringement, we may report this to the credit reporting body.

You may access the credit information that we hold about you. Please refer to the section titled 'Access to your Information' below. You may also request that we correct any credit information that we hold about you if you believe the information is incorrect. Please refer to the section titled 'Updating your Information' below.

The information that we provide to a credit reporting body may sometimes be used for 'pre-screening' of direct marketing offers to be made by another credit provider. You may contact the credit reporting body to request that your credit information is not used in this way.

You may also contact the credit reporting body to request that they not use or disclose the credit-reporting information they hold about you if you consider that you may have been a victim of fraud or if you believe on reasonable grounds that the information they hold about you is incorrect. The credit reporting body must not use or disclose your credit information for a period of 21 days after receiving your notice.

For further information on how the credit reporting bodies we deal with manage credit related personal information, contact the following credit reporting bodies at:

- www.equifax.com.au;

DIRECT MARKETING

From time to time we may use your Information to provide you with current information about products and services, special offers you may find of interest, changes to our organisation, or new products or services being offered by us or any company we are associated with. By providing us with your Information, you consent to us using your Information to contact you on an ongoing basis for this purpose, including by mail, email, SMS, social media and telephone.

If you do not wish to receive marketing information (either requested or unrequested, you may at any time decline to receive such information by contacting our Privacy Officer on the contact details below. We will not charge you for giving effect to your request and will take all reasonable steps to meet your request at the earliest possible opportunity.

Electronic Verification of your identity with the Issuer via Third Party Systems, the Official Record Holder (ORH) or a credit reporting body

To enable us to electronically verify your identity, we may disclose information such as your name, date of birth and address to the issuer via Third Party Systems or to the ORH or a credit reporting body to obtain an assessment of whether the information matches information held by the issuer, the ORH or a credit reporting body. The issuer, ORH or a credit reporting body may give us a report on that assessment and to do so, may use information about you and other individuals held in

official records and the credit reporting body's files. The ORH used by Mega ICBC is a third party and is not related to Mega ICBC. The ORH may use other third parties to verify your information and will therefore have access to the details provided by Mega ICBC to the ORH, the result of the request and other information obtained as a result of the request. During the assessment by the issuer or the ORH and its third party providers, your information may be transmitted to New Zealand and information about you that is held in New Zealand may also be used in verifying your identity. You consent to us using your personal information in this way. If we are unable to verify your identity using information held by the issuer or the ORH we will provide you with a notice to this effect and give you the opportunity to contact the issuer or the ORH to update your information held by them. Alternatively you can verify your identity at a Mega ICBC branch.

UPDATING YOUR INFORMATION

It is important to our relationship that the Information we hold about you is accurate and up to date. During the course of our relationship with you we will ask you to inform us if any of your Information has changed.

If you wish to make any changes to your Information (including your credit related personal information) that we hold about you, or if you think any such Information we hold about you is incorrect, you should contact us to have it updated. We will generally rely on you to assist us in informing us if the Information we hold about you is inaccurate or incomplete.

The branch will try to respond to the request for change within 30 days. If it will take longer the Branch will advise you why it is taking longer.

ACCESS TO YOUR INFORMATION (THIS SECTION APPLIES ONLY TO 'PERSONAL INFORMATION' ABOUT INDIVIDUALS)

We will provide you with access to the personal information we hold about you, subject to limited exceptions in the Privacy Act as outlined below. You may request access to any of the personal information we hold about you, including any credit-related personal information or phone recordings we hold about you, at any time.

To access personal information that we hold about you, use the contact details specified below. We will not charge an individual who makes a request to access their personal information a fee for providing such access to them. If the retrieval of information involves accessing archived information you will be responsible for our third party storage centre fee. You will be advised of an estimated fee and the payment options at the time of our written acknowledgement of your access request.

DENIED ACCESS TO PERSONAL INFORMATION (THIS SECTION APPLIES ONLY TO 'PERSONAL INFORMATION' ABOUT INDIVIDUALS)

There may be situations where we are not required to provide you with access to your personal information. For example, such a situation would be information relating to an existing or anticipated legal proceeding with you, or if your request is vexatious.

An explanation will be provided to you if we deny you access to your personal information we hold.

BUSINESS WITHOUT IDENTIFYING YOU

In most circumstances it will be necessary for us to identify you in order to successfully do business with you, however, where it is lawful and practicable to do so, we will offer you the opportunity of doing business with us without providing us with Information. Such a situation would be where you make general inquiries about interest rates or current promotional offers.

HOW SAFE AND SECURE IS YOUR INFORMATION THAT WE HOLD?

We will take reasonable steps to protect your Information, by storing it in a secure environment, and when the Information is no longer needed for any purpose for which the Information may be used or disclosed, it will be destroyed or permanently de-identified.

We will also take reasonable steps to protect any Information we hold about you from misuse, loss and unauthorised access, modification or disclosure.

If a data breach involving your Information occurs, or we suspect that a data breach has occurred, whether the entity experiencing the data breach is Mega ICBC or third parties we use, such as contractors or subcontractors, we will expeditiously conduct an investigation and assessment.

Based on this assessment, we will determine whether any steps need to be taken by us to ensure your Information is not accessed by unauthorised persons or whether we need to notify you with recommendations about the steps that you should take in response to the data breach.

If there is a serious data breach we will tell you about any action we have taken, or we are intending to take, to prevent reoccurrence.

FURTHER INFORMATION AND COMPLAINTS

You may request further information about the way we manage your personal information or lodge a complaint by contacting our Privacy Officer(s) on the contact details below:

CONTACT DETAILS AUSTRALIA

You can contact us by calling us on (02) 92301300 or by writing to The Privacy Officer, Mega ICBC Sydney office, ABN 27 079 372 688 at Level 8, 10 Spring Street, Sydney NSW 2000

Alternatively, you can email us at complianceau@megaicbc.com.

We will deal with the complaint by investigating the complaint, and providing a response to the complainant within 10 business days, provided that we have all necessary information and have completed any investigation required. In cases where further information, assessment or investigation is required, we will seek to agree alternative time frames with you.

If you are unhappy with the response from Mega ICBC, you can direct your complaint to the Office of the Australian Information Commissioner (OAIC) either by:

- their online complaint form at <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>
- by mail, send it to GPO Box 5288, Sydney NSW 2001 (send it by registered mail if you're concerned about sending it by standard post)
- by fax, send it to +61 2 6123 5145

ALTERNATIVE FORMS OF OUR PRIVACY POLICY

If you would prefer to receive a copy of our Privacy Policy, including the 'Notifiable Matters' in an alternative form (such as in hard copy or via email), please contact us on the phone number or email address provided under the section titled 'Contact Details' above. We will be pleased to comply with your request.

CHANGE IN OUR PRIVACY POLICY

We are constantly reviewing all of our policies and attempt to keep up to date with market expectations. Technology is constantly changing, as is the law and market place practices.

As a consequence we may change this Privacy Policy from time to time or as the need arises.

This Privacy Policy was last updated in February 2024.