

Open Banking. Consumer Data Right

Public policy | Version 2.0 | 30.08.2024

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1. Open Banking and the Consumer Data Right.

This is our Consumer Data Right Policy. We will provide you with an electronic or hard copy of this Policy, free of charge, on request.

1.1 About the Consumer Data Right

The Consumer Data Right (CDR) is a data sharing and portability initiative introduced by the Australian Government to:

- enable consumers to safely share the data that businesses hold about them
- help consumers make comparisons between products and services to find offers suitable to their needs
- encourage competition between providers and more innovative product and service offerings

The CDR enables retail and business consumers of Judo Bank to share selected Judo Bank banking data with other businesses that have been through a rigorous accreditation process, also known as 'Accredited Data Recipients' (ADRs), such as another bank or fintech, or to their authorised representatives.

1.2 Giving you control of your data

Open Banking is intended to give you greater access and control over banking data and allow you to share that data safely, efficiently and conveniently with accredited organisations or ADRs.

At Judo you can share any of your accounts as long as you have at least one account with Digital Banking access, and you will be able to request that Judo share data such as balances, features and benefits specific to you and transaction data. This allows you to:

- Track and manage your finances more easily
- Find a better deal on banking products
- Switch products or banks more easily

Judo shares your banking data free of charge with other third parties who are ADRs where you have given appropriate consent to such sharing.

1.3 Types of CDR Data

For the banking sector, 'CDR data' includes:

- information about a consumer or their associate (eg identity information, contact information or eligibility information) to whom a product has been, or is being, supplied;
- information about the use of a product by a consumer or their associate (eg account information, balance information, transaction data, account authorisation information) to whom the product has been, or is being, supplied;
- information about a product, including information identifying or describing the product, each price of the product (such as a fee, charge or interest rate associated with the product), a feature or

benefit of the product, the terms and conditions associated with the product, and the eligibility criteria a person must meet in order to acquire or use the product.

We share the following types of CDR data:

Customer Data (upon your consent) including:

- Name and contact details
- Account balance
- Account information (such as direct debits, scheduled payments and saved payees)
- Transaction details
- Features or benefits specific to you

Product Data including:

- Product name and eligibility criteria
- Terms and conditions
- Interest rate
- Fees or discounts

You can choose the information you want to share and how long you want to share the data for (e.g. just once or for 3 months, 6 months or up to 12 months)

We'll share CDR data as required by CDR laws and will not share any other kind of data (e.g. we will not share 'voluntary' consumer or product data as defined under the CDR regime).

1.4 Sharing my data

An eligible Judo customer can share their data with an ADR, such as a budgeting app or internet banking app, once they authorise us to do so.

You are eligible to share your banking data if you:

- Are over 18
- Have a Judo product that is accessible online using Judo's digital banking app or web-based platform
- Have a valid mobile phone number connected to your Judo account (required to authenticate with a one-time-password (OTP). We will never ask for your internet banking password when sharing data using the CDR)

1.5 How do I access and share my data?

1. In your ADR app or website, select the banking data you would like to share
2. Select the period of time you would like to share your data for (e.g. once, 3 months, 6 months or 12 months. Cannot be more than 12 months for individuals, but may be up to 7 years for business use cases)
3. Select "Judo Bank" to commence the data sharing consent process

4. You will be prompted to enter your Judo login credentials and then verify who you are using an OTP. You will never be asked for your internet banking password when sharing data using the CDR.
5. Next, you will see Judo screens where you can select the entity and accounts you would like to share data from

Confirming the data being shared, you will then be returned to the ADR app or website you have elected to share data with.

You can view, manage or revoke your data sharing consents at any time using your data sharing dashboard which can be accessed using the link below. The data sharing agreement you have with each ADR governs how your CDR data is deleted or de-identified after your sharing consent is revoked.

[Click Here to Manage Data Sharing](#)

1.6 Seeking correction of your CDR data

If you believe your CDR data is inaccurate, incomplete or out-of-date, call us on 13 JUDO (13 58 36) during business hours **Monday to Friday 8:30 am to 5:30 pm Melbourne time** (excluding public holidays) or fill out a contact form [here](#) so we can contact you.

We can correct information we've shared under the CDR if you want us to. If you require your updated data to be shared, please contact the original recipient ADR to make another request. If we don't agree that the information requires correction, we'll tell you why and, if you're not satisfied with our response, you can make a complaint in accordance with **Section 1.7** immediately below.

1.7 How do I make an enquiry or complaint?

If you have an enquiry or have any feedback on this CDR policy, you are welcome to get in touch with us via 13 JUDO (13 58 36) during business hours **Monday to Friday 8:30 am to 5:30 pm Melbourne time** (excluding public holidays) or fill out a contact form [here](#) so we can contact you.

You can register a complaint directly with Judo's Complaints Officer in the first instance.

Phone: 13 58 36

Email: complaints@judo.bank

Mail: Complaints Officer c/o: Judo Bank Pty Ltd, Level 26, Queen and Collins, 376-390 Collins Street, Melbourne, Victoria, 3000.

Website: <https://www.judo.bank/contact-us>

Judo will follow these steps to address and manage your complaint:

- make a record of your complaint;
- within one business day of receiving a complaint we will acknowledge the complaint and provide you with an explanation of our complaints process, including the relevant timeframe in which we will provide a response; and
- we will aim to investigate and resolve all complaints within 30 calendar days of receipt, free of charge.

In order to help you with your complaint, we may require certain information from you including your name, contact details, details of your product and a description of your complaint. We will provide you with options for redress depending on the nature of the complaint. This may include an apology or explanation, correcting incorrect or out-of-date records or the provision of assistance and support.

External dispute resolution

If you are not satisfied with how we handle your complaint, you can lodge a complaint directly with either:

- the Office of the Australian Information Commissioner (**OAIC**), if your complaint is about the way we handled your CDR data; or
- the Australian Financial Complaints Authority (**AFCA**), of which Judo Bank is a member, if your complaint relates to anything else.

OAIC can be contacted on:

Website: www.oaic.gov.au

Email: enquiries@oaic.gov.au

Phone: 1300 363 992

Mail: OAIC, GPO Box 5288, Sydney, NSW 2001

AFCA can be contacted on:

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: AFCA, GPO Box 3, Melbourne, VIC 3001

Time limits to make a complaint to AFCA apply.

Important Information

This policy outlines how Judo Bank Pty Ltd ACN 615 995 581, Australian Credit Licence and AFSL 501091 (**Judo, we, us or our**) manages certain data under the CDR regime in our capacity as a 'Data Holder' under that regime. Broadly, it describes how you may seek access to, or disclosure of, your 'CDR data', how you may correct any CDR data we hold about you and our complaints handling process.

For information on how we collect, use, disclose, hold, manage, protect and allow you to correct your personal information (including sensitive information or credit-related personal information) please refer to our [Privacy Policy](#).

To view this CDR Policy on our website please [click here](#).

2. Open Banking FAQs.

Q: Who can share their data?

A: Eligible individuals (single person only) and joint Account Holders who are 18 years or older, partnerships, corporate trustees and companies with an online account are able to share data regarding their eligible accounts. You may also appoint or remove a secondary user on an account you hold via your consumer dashboard.

For joint accounts, an Account Holder can share data without approval of the other party or parties. All Account Holders will be notified that data sharing has commenced and when it is varied and have the right to revoke any individual sharing arrangement or all data sharing from the joint account. If data sharing is revoked for the joint account, no joint holder will be able to share data from that account. If data sharing for the account has been revoked and an Account Holder wishes to share data, all parties will need to approve re-enablement of data sharing from the joint account. Once approved, Account Holders can then consent to share again without the approval of other parties.

For partnerships, corporate trustees and companies, authorised signatories to the accounts can elect themselves as a Nominated Representative so they can give, vary, manage and/or revoke authorisations to share data of current or closed eligible accounts. To get set up as a Nominated Representative, call 13 58 36 during business hours **Monday to Friday 8:30 am to 5:30 pm Melbourne time** (excluding public holidays) or contact your banker.

Q: How do I view and manage who I am sharing data with?

A: You can view and manage your data sharing on the accredited third-party app you are using the data with or via the [Judo Open Banking Dashboard](#).

On your Judo Open Banking Dashboard, you will see a list of all the ADRs you are sharing data with now and in the past. You will be able to view their details, the data being shared, any amendments to the authorisation and when your authorisation will expire or has expired. You also are able to immediately stop sharing data with any ADR by pressing the "Stop sharing" button on the details screen for any currently active sharing arrangement.

If you are having issues accessing your dashboard, please contact us on 13 Judo (13 58 36) during business hours **Monday to Friday 8:30 am to 5:30 pm Melbourne time** (excluding public holidays) or fill out a contact form on our website at: <https://www.judo.bank/contact-us> so we can get in touch with you. We will aim to action your request within 2 business days of notification.

Q: My data doesn't look correct. What do I do?

A: Please call 13 58 36 during business hours **Monday to Friday 8:30 am to 5:30 pm Melbourne time** (excluding public holidays) or fill out our [contact form](#) so we can contact you. If you ask us to correct your Consumer Data Right (CDR) data and we've already disclosed that data, we will:

- acknowledge receipt of your request as soon as practicable; and
- correct the data (to the extent we can) within 10 business days of your request, free of charge.
- notify you as to how we responded to your request or, if it was not considered appropriate to correct the data, tell you why a correction is unnecessary or inappropriate and advise you of our complaint process if you are not satisfied with our response.

If we become aware of any inaccurate, out of date or incomplete CDR data we will advise you as soon as is practicable, or at least within 5 business days, by email of the data inaccuracy, including the following details:

- The error in the CDR data

- The ADR(s) who received the incorrect CDR data
- The date of disclosure
- That Judo will disclose the corrected CDR data (at no charge) to the ADR if requested by you
- Our complaint process, if you are not satisfied with our response

Q: Where can I get more information about open banking and Consumer Data Right?

A: To find out more information about open banking and the CDR Click [here](#).

Q: What are my Judo login credentials?

A: You will need to provide your login credentials to receive the one-time-password (OTP). Your Judo login credentials will be your email address linked to your Judo account, your date of birth and your mobile number. If you are unable to provide these credentials or unsure of them, please call 13 58 36 during business hours **Monday to Friday 8:30 am to 5:30 pm Melbourne time** (excluding public holidays) or email customers@judo.bank for assistance.

Q: How safe is Open Banking?

A: Your privacy is our priority. We understand that giving third party access to your banking data may seem a little daunting. Rest assured, Open Banking mandates privacy safeguards and other protections that seek to ensure your data is shared safely and securely. These include:

- You choose if you want to participate and who you share your data with and when
- Only third parties that are accredited by the ACCC can seek permission to access your data
- You can manage what data you share and cancel sharing at any time
- You can ask for your data to be deleted by the third-party ADR. You can authorise a third-party ADR to access your data for a nominated time, up to 12 months
- After 12 months, a third-party ADR's access to your data will automatically expire, although you can revoke your consent earlier than this. This means they will not have access to your data for an indefinite amount of time

Q: What is a Nominated Representative?

A: A nominated representative is a person who can give, vary, manage and/or revoke authorisations to share data about a non-individual Account Holder's (eg a partnership, corporate trustee or company) current or closed eligible accounts under CDR laws with ADRs on the Account Holder's behalf.

Q: How do I get set up as a Nominated Representative?

A: To get set up as a Nominated Representative, please contact 13 58 36 during business hours **Monday to Friday 8:30 am to 5:30 pm Melbourne time** (excluding public holidays) during business hours **Monday to Friday 8:30 am to 5:30 pm Melbourne time** (excluding public holidays) or your banker.