

# Consumer Data Right Policy

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Public

## 1. Overview of Consumer Data Right (CDR)

The Consumer Data Right (CDR) empowers you with your full consent to securely share your banking data with third parties accredited by Australian Competition and Consumer Commission (ACCC), known as Accredited Data Recipients (ADRs).

The Consumer Data Right (CDR) is an opt-in service, giving consumers the choice about whether to share their data, with full visibility of who this is being shared with. This is an initiative introduced by the Australian Government to:

- allow consumers to safely share the data that businesses hold about them
- enable consumers to compare products and services to find offers that best match their needs
- encourage competition between providers, leading to more innovative products and services

You can find out more about the CDR framework at [www.cdr.gov.au](http://www.cdr.gov.au) or on the ACCC's website [www.accc.gov.au](http://www.accc.gov.au).

## 2. Data You Can Share

You can authorise us to share specific CDR data we hold about you with an Accredited Data Recipient. You retain control over which data you share, the duration, and with whom it is shared. This specific CDR data is called your “required consumer data” under the CDR Laws, and it includes:

Customer Data: personal details such as name and contact information.

Account Data: account balances, transaction details, direct debits, scheduled payments, and saved payees.

Product Data: data about products you use such as product name, interest rates, fees and product features.

## 3. How to Access Your Data

You can instruct us to share your CDR data with an Accredited Data Recipient. To request us to share your data, you must be at least 18 years old and hold an in1bank personal account or joint account (where all joint account holders are at least 18 years old).

The Accredited Data Recipient will redirect you to our portal where you will need to provide your consent for them to collect your CDR data from us. We will confirm your consent by asking you to check the details of what you are consenting to and by verifying your identity and consent using a One-Time Password.

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## 4. Managing Your Data Sharing

You can view, manage, or revoke your consent for data-sharing agreements through

- The Accredited Data Recipients mobile app or website; and
- in1bank's consent management portal.

## 5. Correcting Your Data

If your data is incorrect, out of date or incomplete, you can update your details through the in1bank app or contact us at support@in1bank.com.au.

- Corrections are processed within 10 business days at no charge. Instructions for correction requests are available online or by emailing us at support@in1bank.com.au or phoning us on 1300 461 226 between 9am-5pm AEST Monday-Friday.

## 6. Complaints

### *Internal Complaints Process:*

If you are not satisfied with your experience, you can let us know by emailing us at support@in1bank.com.au or calling us on 1300 461 226 between 9am-5pm AEST Monday-Friday.

Tell us about yourself and why you are unsatisfied:

- Your name
- Your contact details
- Why you are unsatisfied with our service
- What you would like us to do about it

We will acknowledge complaints within 1 business day and aim to resolve complaints within 5 business days. If it is going to take longer, or if we require further information, we'll let you know.

### *External Review:*

If you still feel your issue has not been resolved to your satisfaction, then you can escalate your concern with the Office of the Australian Information Commissioner or the Australian Financial Complaints Authority (AFCA). Their contact details are given below.

### **Office of the Australian Information Commissioner (OAIC)**

- Online: <http://www.oaic.gov.au>

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- Contact us: [www.oaic.gov.au/contact-us](http://www.oaic.gov.au/contact-us)

### **Australian Financial Complaints Authority (AFCA)**

- Website: [www.afca.org.au](http://www.afca.org.au)
- Email: [info@afca.org.au](mailto:info@afca.org.au)
- Phone: 1800 931 678
- Post: GPO Box 3, Melbourne, VIC 3001

## **7. Open Banking Security**

Your privacy and security are priorities. in1bank ensures that:

- Data is shared only with accredited third parties.
- Consumers retain control over data sharing, including how long the data-sharing agreement lasts.

All CDR data and transfers are managed under strict security protocols. We disclaim all liability for any loss, damage or misuse of CDR data after this has been transferred to an accredited third party. We make no warranties, express or implied, regarding the continued accuracy, confidentiality, or availability of CDR data by this party.

So that we can deliver better products, services and features to you, we use services from outsourced service providers. These are based in Australia and they have written agreements with us. They are not permitted to share or sell any CDR data we provide to them. They will delete your CDR data once your consent expires or you withdraw your consent (unless they are legally required or permitted to keep it).

## **8. Amendments to this Policy**

We may amend this policy from time to time. The latest version is always available on our website and is available on request.