
BSH HOME APPLIANCES PTY LTD

BSH Credit Information Policy

How BSH manages credit and related information

BSH is a credit provider within the meaning of, and complies with, the Privacy Act 1988 (Cth), and the Credit Reporting Code registered under that Act. We provide commercial credit only to approved companies, partnerships and sole traders who apply for a commercial credit account with us. In order to assess applications for commercial credit and to administer those accounts, we may collect, hold, use and disclose credit and related information about you.

This policy explains the kinds of credit and credit eligibility information we collect and hold, including from a credit reporting body, what we use it for and to whom we disclose it, how to request access to or correction of that information, and our complaints procedure.

Credit and related information we collect

The kinds of credit and related information that we collect and hold are:

- identification information such as your name, date of birth, sex, address(es), employment details and driver's license number;
- that you have applied for credit with BSH or other credit providers and the amount of credit applied for;
- that BSH, or another credit provider, is a current credit provider of yours and details of the type, characteristics and amount of credit provided to you;
- information regarding the fact that BSH has accessed your consumer credit information in connection with its assessment of an application for commercial credit;
- details of you defaulting on a repayment being at least 60 days overdue and over \$150 in value;
- information regarding you having paid any amount previously reported as being in default;
- information regarding whether you have entered into a new arrangement with BSH or another credit provider in relation to credit provided to you by BSH or another credit provider;
- details of credit provided to you by BSH or another credit provider being paid or otherwise terminated;
- personal insolvency information, court judgments or other publicly available information about your creditworthiness;
- information regarding an opinion of another credit provider, that you have committed a serious credit infringement in relation to consumer credit provided to you by that credit provider; and
- information that we obtain from credit reporting bodies about you such as reports, records, credit scores or assessments and any information that we then derive from that information which has a bearing on your creditworthiness (such as internal credit scores, assessments, summaries or evaluations).

Purposes for which we use and disclose credit and related information

BSH collects, holds, uses and/or discloses credit and related information about you for the purpose of assessing your application for commercial credit, and if successful to manage your commercial credit account (including collecting any overdue payments). We may also collect, hold, use and/or disclose this information to:

- assess whether to accept you as a guarantor in relation to commercial credit;
- inform our agents or debt collectors for the purpose of collecting overdue payments;
- notify credit reporting bodies or other credit providers of a default in relation to commercial credit provided to you by BSH;
- assist or seek to assist you to avoid defaulting on repayment obligations;
- exchange information with credit reporting bodies in particular Veda Advantage Information Services and Solutions Limited (Veda) or other credit providers as to the status of your credit arrangements where you are in default;
- provide a reference to another credit provider or receive a reference from another credit provider in relation to assessing an application by you for commercial credit;
- comply with our obligations under Australian law, including under the Privacy Act and the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth).

BSH may also disclose credit and related information overseas to our related companies, including those located in New Zealand, Singapore, Germany and China.

Disclosure to and by credit reporting body

BSH may generally disclose to Veda the following information about you:

- identification details;
- that you have applied for commercial credit with BSH and the amount of credit required;
- that BSH is a current commercial credit provider to you;
- whether you have met, or failed to meet, your repayment obligations to BSH;
- details of you defaulting on a repayment in relation to commercial credit provided to you by BSH;
- you having paid any amount previously reported as being in default;
- details of credit that BSH has provided to you being paid or otherwise terminated.

Veda, or any other credit reporting body to whom BSH discloses your credit information, may include your personal information including credit information, disclosed to it by BSH, in reports that are then provided to other credit providers for the purpose of those providers assessing your credit worthiness, including in relation to consumer credit.

For how Veda's policy on how it manages credit-related personal information, see Veda's website at www.veda.com.au/privacy. Alternatively you can contact them on the following details:

Veda – Public Access
Veda Advantage Ltd
PO Box 964
NORTH SYDNEY NSW 2059

Pre-screening for direct marketing and fraud

Please note that you can contact Veda directly to request that Veda does not use credit reporting information about you for the purpose of pre-screening for direct marketing by a credit provider, or that Veda does not use or disclose credit reporting information about you if you believe on reasonable grounds that you have been or are likely to be a victim of fraud.

Access to credit and related information

In order to ensure you have access to the most up-to-date credit and related information about you, you should consider requesting access to the information which credit reporting bodies hold about you.

Generally you are also entitled to access the credit eligibility information which BSH holds about you. You can do this by contacting us on the details below. You will need to provide evidence to confirm your identity before we can provide access. We will endeavour to respond to all requests for access within 30 days of the request. Please note that we may need to charge you our reasonable costs of providing you with access.

We may, however, refuse a request for access where providing access would be unlawful, where we are required or authorised to do so by or under an Australian law or court/ tribunal order, or where giving access would be likely to prejudice enforcement related activities by or on behalf of an enforcement body. If we refuse your request, we will notify you in writing of our reasons (unless it would be unreasonable to do so) and explain how you can take the matter further.

Correction of credit and related information

You are also able to request corrections to the credit information and credit eligibility information we hold about you by contacting us on the details below. You will need to provide evidence to confirm your identity before we can make any corrections.

If we are satisfied that the information is inaccurate, out-of-date, incomplete, irrelevant or misleading, we will take reasonable steps to correct the information within 30 days of your request, or another period we agree with you in writing. In considering your request, we may need to consult with a credit reporting body or other credit provider that holds or held the relevant information about you. If we correct your information we will confirm this in writing (and we will also notify any credit reporting body or credit provider with whom we have consulted in relation to the correction). If we are not satisfied that a correction is required, we will confirm this in writing and explain why, including evidence showing the information is correct. We will also explain what you can do if you are not satisfied with our response.

We will also take reasonable steps to correct information independently of any request from you, if we are satisfied that, having regard to the purpose for which it is held, the information is inaccurate, out-of-date, incomplete, misleading or irrelevant.

More information and how to complain

If you are concerned that we may not have acted in accordance with our obligations as a credit provider under the Privacy Act or the registered Credit Reporting Code, please contact us on the details below. You will need to specify the nature of your complaint in writing. We will, within 7 days, acknowledge your complaint in writing and explain how we will deal with and investigate it. Depending on the nature of your complaint and the information to which it relates, we may need to consult with and/or notify particular credit reporting bodies or other credit providers.

We will make a decision about your complaint following our investigation, and will advise of this in writing within 30 days or such longer period as we agree with you in writing. If you are not satisfied with our decision, you can take your complaint to the Office of the Australian Information Commissioner (OAIC) by calling 1300 363 992, or visiting the OAIC website at <http://www.oaic.gov.au/>.

Our contact details

Privacy Officer
BSH Home Appliances Pty Ltd
Gate 1, 1555 Centre Road
Clayton, Victoria, 3168
Email: bshau-disec@bshg.com
Telephone: 03 8551 1100

Changes to this credit information policy

BSH reserves the right to update this credit information policy from time to time. Any changes will be effective from the date that they are posted on our websites at www.bosch-home.com.au or www.siemens-home.com.au.

Our credit policy is available on our websites at www.bosch-home.com.au or www.siemens-home.com.au, or you can obtain a copy by contacting us.

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