

## **WEBSITE PRIVACY POLICY**

Mezy Assets Pty Ltd t/as Mortgage Ezy ABN 56 606 554 321, Australian Credit Licence Number 494807 (**Mortgage Ezy**) is committed to complying with its obligations under the Privacy Act 1988 (Cth) (the **Act**). Mortgage Ezy is a Mortgage Manager.

The Act allows for personal information, including 'sensitive information', 'credit information' and 'credit eligibility information' (which are defined in the Act) about you to be collected and disclosed provided we have obtained your consent. In this document, and where appropriate a reference to personal information includes 'sensitive information', 'credit information' and 'credit eligibility information'.

This privacy policy tells you how we collect personal information about you, what we use the personal information for and who we share the personal information with. By using this website or accessing any of the products, services, benefits or features on this website, the user acknowledges having read and understood this Privacy Policy and the permissions to collect, use and disclose personal information, and the user authorises Mortgage Ezy to collect, use and disclose, in accordance with the Act, the information (including personal information) for the purposes specified in this Privacy Policy.

Mortgage Ezy may amend, or amend and restate this Privacy Policy from time to time by updating it on the website. Any changes to this Privacy Policy take effect upon the update on the website and a user is taken to have accepted the changes by continuing to use this website.

By using this website including accessing any of the services (such as applying for a loan) via this website, you declare that you are, or are over 18 years of age and that you have read, understood and accept these Privacy Policy terms in relation to the collection, use and disclosure of your personal information. This will include (in the event you apply for a loan via this website) obtaining / sharing information (including personal information) about you with (among other organisations) a Credit Reporting Body.

### **ANONYMITY AND PSEUDONYMITY**

You may generally use the website without disclosing your identity to Mortgage Ezy. However, if you use this website to:

- apply for a loan (whether or not you complete the Loan Application); or
- fill out an enquiry form or chat with a Mortgage Ezy representative via the website,

you will not be able to stay anonymous. If you apply for a loan, Mortgage Ezy will need to supply Mortgage Ezy identification information including (eventually) identification documentation to identify and verify your identity. This is as much for your protection as it is for Mortgage Ezy apart from being a legal requirement.

### **Cookies**

A cookie is an electronic token that is passed to the user's browser which passes it back to the server whenever a page is sent to the user or the user inputs information into a form or template from Mortgage Ezy.

Mortgage Ezy servers may generate cookies which are used to keep track of the pages users have accessed while using the website as well as any information the user inputs into any form or template.

The cookie allows, inter alia, users to page backwards and forwards through the website and return to pages they have already visited. The cookie also allows data to be inputted into a form or template and temporarily stored until the user chooses to save that form or template. Cookies generally remain on the user's computer even after an internet session is ended and the computer rebooted. The cookie can be

read by the server that placed it there during a subsequent visit to that same server. Their exact behavior is server specific.

When a user visits this website, Mortgage Ezy's server may also log certain information including the type of browser and operating system the user is using; the top level domain name (for example .com, .net, .au, etc); the address of the referring site (for example, the previous site visited); the server's IP address; the date and time of visit, and the address of the pages accessed and the documents downloaded. This information is generally only for internal statistical analysis and system administration purposes.

Any other information supplied to Mortgage Ezy (for example, if a user sends an email or enters any personal information into the Mortgage Ezy website including via the Loan Portal) is treated in accordance with this Privacy Policy.

### **Loan Portal**

A user of this website may apply for a loan (a **Loan Application**) via the Mortgage Ezy loan portal (the **Loan Portal**). When a user accesses the Loan Portal, they may input information (including personal information) for the purposes of applying for a loan. The information they input into the portal is retained by Mortgage Ezy through, including, session cookies (see section above). If a user inputs their contact information into the Loan Application but does not complete the Loan Application, a Mortgage Ezy representative may contact the user (using the information supplied by the user) to find out whether there was any issues in completing the Loan Application and whether they can assist the user with their online Loan Application.

## **INFORMATION SECURITY**

Mortgage Ezy takes reasonable steps to protect all information (including any personal or sensitive information) which it holds, from misuse, loss, unauthorised access, modification or disclosure.

## **MARKETING AND OPT-OUT**

Mortgage Ezy may also use information (including personal information) supplied for marketing and research purposes, to analyse and improve products and services and to inform you of products and services provided by Mortgage Ezy, its related entities or preferred suppliers. You can 'opt out' of receiving marketing and advertising material if you tell Mortgage Ezy that you do not wish to receive such material. Mortgage Ezy will respond to your 'opt-out' request within a reasonable time frame in accordance with the Act.

## **ACCESSING YOUR PERSONAL INFORMATION**

Unless Mortgage Ezy is entitled to withhold access to your personal information, you have the right to request access to any personal information held by Mortgage Ezy which relates to you. Mortgage Ezy may charge a reasonable fee where access to personal information is provided. Any requests for access to your personal information should be made in writing to the Privacy Officer (specified below). You also have the right to request the correction of any personal information which relates to you that is inaccurate, incomplete or out-of-date.

The Privacy Officer  
Mortgage Ezy  
Postal Address: PO Box 6990 GCMC QLD 9726  
Email: [clientcare@mezy.com.au](mailto:clientcare@mezy.com.au)  
Tel: 1300 TEL EZY (1300 835 399)

If you require any further information about its management of personal information you can contact Mortgage Ezy's Privacy Officer.

## **LINKS TO OTHER WEBSITES**

This website may, from time to time, contain links to other websites. Mortgage Ezy is not responsible for the privacy practices or the content of those websites. This Privacy Policy does not extend to those linked websites.

## **APPLYING FOR A LOAN VIA THE LOAN PORTAL**

The following sections address how Mortgage Ezy collects, uses and discloses personal information in connection with any Loan Application via the Loan Portal.

### **How Information Is Collected From You**

Mortgage Ezy will, in relation to any Loan Application, collect personal information from you. Most personal information Mortgage Ezy collects is collected from the Loan Application and supporting documentation supplied / to be supplied.

If your Loan Application is approved, Mortgage Ezy will also collect personal information from the records it maintains about the products and services you receive. Mortgage Ezy can check and verify that personal information from sources referred to in the Loan Application.

### **How Information Is Collected From Other Sources**

Mortgage Ezy collects personal information about you from other sources in any manner permitted by the Act. Mortgage Ezy will only collect personal information from other sources where it is reasonably necessary to do so, in relation to your Loan Application, your loan and any guarantee, including to comply with Mortgage Ezy's responsible lending obligations under the National Consumer and Credit Protection Act 2009 (Cth). Examples of such sources of personal information include:

- personal information (including commercial credit information concerning your credit history or worthiness, consumer information and collection of overdue payments information either within or outside of Australia) from a Credit Reporting Body for any purpose described below;
- personal information about your Loan Application, loan or a guarantee of the loan, from other organizations, such as other credit intermediaries and mortgage and title insurers;
- if Mortgage Ezy is unable to contact you and it obtains publicly available personal information about you in order to update its records and contact details;
- checking property details, your offer of any security, through public registers or Mortgage Ezy's service providers including a Credit Reporting Body; or
- Mortgage Ezy exchanges information with your legal, financial advisers or other representatives and advisors in relation to or in connection with your Loan Application, loan or a guarantee of the loan.

### **When The Law Authorises Or Requires Collection Of Information**

There are laws that require Mortgage Ezy to collect and disclose personal information about you. For example, Mortgage Ezy is required to collect and disclose your personal information for assessment and verification under the Anti-Money Laundering and Counter Terrorism Financing Act 2006 (Cth) and any rules, regulations or guidance notes made under or in connection with that Act ("**AML/CTF Act**").

Mortgage Ezy is entitled to request personal information from you in regards to compliance with the AML/CTF Act from you even if such information was previously sought and provided. You must comply with any request Mortgage Ezy makes in this regard. If you do not provide the requested

information Mortgage Ezy may be required to take steps, including delaying or refusing the processing of any Loan Application or withdrawal or disclosing information that Mortgage Ezy holds about you to its related bodies corporate, service providers or relevant government bodies and regulators including AUSTRAC. These steps will include having your identity information verified with the Issuer or Official Record Holder via the Credit Reporting Bodies systems for the purpose of verifying your identity.

### **How Your Information May Be Used**

Mortgage Ezy may collect and disclose your personal information for purposes including:

- supplying you with information about loan products or related services;
- considering whether you are eligible for a loan or any related service you requested or to provide a guarantee;
- processing the Loan Application and providing you with a loan or related service;
- administering your loan or any related service, for example, to answer requests or deal with complaints;
- identifying and verifying your identity;
- to run its business efficiently and to perform administrative and operational tasks;
- preventing or investigating any fraud or crime or any suspected fraud or crime;
- as required by any law, regulation or code binding on us; and
- any purpose to which you have consented.

You can tell Mortgage Ezy at any time if you no longer wish to receive direct marketing information or other offers from Mortgage Ezy. Mortgage Ezy will process your request as soon as reasonably practicable after receipt of the request.

Mortgage Ezy may use personal information about you to:

- enable an insurer to assess the risk of providing insurance;
- assess whether to accept a guarantor or the risk of a guarantor being unable to meet their obligations;
- consider hardship requests; and
- assess whether to securitise loans and to arrange securitising loans the lender makes.

### **What Happens If You Don't Provide Information**

If you don't provide your personal information to Mortgage Ezy, it is not be possible to:

- assist in finding a loan relevant to your needs and circumstances;
- verify your identity or protect against fraud; or
- let you know about products or services that might be suitable for your financial needs.

### **Sharing Your Information**

#### **General**

Mortgage Ezy may use and share your personal information with other organisations for any purpose described in this policy.

#### **Sharing with your representatives and referees**

Mortgage Ezy may share your personal information with:

- your representative or any person acting on your behalf (for example, lawyers, settlement agents, accountants or real estate agents); and
- your referees, like your employer, to confirm details about you.

## **Sharing with third parties**

Mortgage Ezy may share your personal information with third parties in relation to services it provides to you or services in which Mortgage Ezy reasonably considers you may be interested. Those third parties may include:

- the Mortgage Ezy Group, through whom Mortgage Ezy may submit the Loan Application to Credit Providers;
- the Credit Providers, lender's mortgage insurers and other loan intermediaries;
- financial services suppliers with whom Mortgage Ezy has arrangements;
- property valuers;
- organizations that assist Mortgage Ezy to carry out identification / verification of identity checks;
- organisations, like fraud reporting agencies that may identify, investigate and/or prevent fraud, suspected fraud, crimes, suspected crimes, or other misconduct;
- government and regulatory bodies as required or authorised by law including, the Australian Securities and Investments Commission, the Australian Financial Security Authority and AUSTRAC. These government or regulatory bodies may also share the information with relevant foreign authorities;
- service providers, agents, contractors and advisers that assist Mortgage Ezy to conduct its business;
- guarantors and prospective guarantors of your loan;
- introducers / referrers that referred your business to us;
- any organisation that wishes to take an interest in its business or assets; and
- any third party to which you consent to Mortgage Ezy sharing your information.

## **Sharing with Credit Providers**

You should read the Privacy Policies and Credit Reporting Policies of the Credit Providers. These policies contain information about how you can access and seek correction of your personal information (including credit related personal information) and how you can complain about a breach of the privacy laws by them and how they will deal with a complaint. The policies also explain whether they will disclose personal information (including credit related personal information) to overseas entities, including related entities, and the countries those recipients are located in including USA, Canada, the Philippines, European Union, Asia Pacific and the United Kingdom. Further information on overseas disclosure may be found in the Credit Providers Privacy Policies and Credit Reporting Policies.

## **Sharing information with Credit Reporting Bodies**

Mortgage Ezy, the relevant Credit Provider and the Lenders Mortgage Insurer can give to and receive from a Credit Reporting Body personal or commercial information about you including to allow a Credit Reporting Body to create or maintain a credit information file about you. The information may include:

- identification information including to have your identity information verified with the Issuer or Official Record Holder via the Credit Reporting Bodies systems for the purpose of verifying your identity;
- consumer credit liability information;
- repayment history information;
- a statement that an information request has been made in relation to you by Mortgage Ezy, a

Credit Provider or a Lenders Mortgage Insurer or trade insurer;

- the type of consumer credit or commercial credit, and the amount of credit, sought in an application that has been made by you, and in connection with which we have made an information request in relation to you, default information, payment information, new arrangement information, court proceedings information, personal insolvency information;
- publicly available information 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 on the National Personal Insolvency Index;
- in a Credit Provider's opinion that you have committed, in circumstances specified by the Credit Provider, a serious credit infringement in relation to consumer credit provided by a Credit Provider to you.

A Credit Reporting Body may include information about you in reports that it gives other organisations (such as other credit providers and insurers) to help them assess your credit worthiness. In some cases a Credit Reporting Body may use your personal information for pre-screening your eligibility to receive direct marketing from us or other credit providers. If you do not want a Credit Reporting Body to do this contact the credit reporting body.

Some of the information held by a Credit Reporting Body may reflect adversely on your credit worthiness, for example, where you fail to make payments or if you commit a series credit infringement (like obtaining credit by deception / fraud). If information of this nature is held on your credit file then this will likely affect your ability to obtain credit from other credit providers.

Currently Mortgage Ezy deals with the Credit Reporting Bodies disclosed in the Schedule. Each Credit Reporting Body also has a policy about how they handle information about you. You should be able to obtain a copy of their policy by contacting them directly.

Mortgage Ezy will only share any credit information about you with a Credit Reporting Body if that body has a business operation in Australia and is unlikely to share credit eligibility information with organisations that do not have business operations in Australia.

If you believe that you have been or are likely to be a victim of fraud (including identity fraud) you can request a Credit Reporting Body not to use or disclose the information they hold about you for a prescribed (current 21 day) period of time.

### **Sharing information with the Mortgage Ezy Group**

Mortgage Ezy may share personal information about you with the Mortgage Ezy Group for the purposes described above.

### **Sharing outside of Australia**

Mortgage Ezy may disclose your personal information to organisations overseas, most likely the Philippines. Mortgage Ezy may store your personal information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an internet connection, it's not always practicable to know in which country your information may be held.

Mortgage Ezy will take reasonable steps to ensure that any overseas organisation that receives your personal information will comply with the Act.

### **Information About Other People**

If you give Mortgage Ezy personal information about any other person in relation to the Loan Application:

- Mortgage Ezy is entitled to assume that you have sought their consent to the disclosure of such personal information to Mortgage Ezy;

- Mortgage Ezy has collected their personal information to assess the Loan Application, to manage any loan and for any other purpose set out in this document;
- Mortgage Ezy may exchange this personal information with other organisations set out in this policy;
- Mortgage Ezy handles their personal information in the same way as set out in this policy and can:
  - access or request a copy of this privacy notice; or
  - access the information Mortgage Ezy holds about them.
- Mortgage Ezy may not be able to supply services and you may not be able to get a loan or Mortgage Ezy may not accept your Loan Application unless Mortgage Ezy obtains their personal information.

#### SCHEDULE

##### **Mortgage Ezy Group**

**Mezy Assets Pty Ltd t/a Mortgage Ezy** ABN 56 606 554 321 Australian Credit Licence Number 494807, 7/42 Bundall Road, Bundall QLD 4217 Ph: 07 5554 3333 & **Mezy Operations Pty Ltd** ABN 38 619 839 520, 7/42 Bundall Road, QLD 4217 Ph: 07 5554 3333 (the Mortgage Ezy Group)

##### **Credit Reporting Body**

**Equifax Pty Ltd** address: Public Access Division, PO Box 966, North Sydney NSW 2059, Telephone: 1300 762 207 (8:30am – 6:00pm Monday – Friday) Website: [www.equifax.com.au](http://www.equifax.com.au) ; Credit reporting policy <https://www.equifax.com.au/credit-reporting-policy>

**Illion** - (previously Dun & Bradstreet) PO Box 7405 St Kilda Melbourne VIC 3004 Ph: 1300 734 806  
<https://dnb.com.au/privacy-policy.html>

**Experian Australia Credit Services Pty Ltd** - Level 6, 349 St Kilda Road, Melbourne VIC Ph: 03 8699 0100  
<http://www.experian.com.au/privacy-policy>

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