

Privacy & Credit Reporting Policy

Introduction

At BetterWay Financial Solutions, we prioritise your confidentiality, security, and privacy of your information. We are dedicated to maintaining the integrity of all personal data entrusted to us and adhere to the Privacy Act 1988, the Australian Privacy Principles, the Privacy Code 2014, and other relevant laws and regulations. This Privacy & Credit Reporting Policy outlines how BetterWay Financial Solutions manage, use, and discloses personal information, as well as your privacy rights and your obligations.

Purpose of Information Collection

We collect personal information to provide services tailored to your needs, including:

- Verification of identity
- Assessment of consumer credit liability
- Exploration of repayment options
- Identification of potential financial hardship

In certain circumstances, we may collect sensitive information, such as details about race, religious beliefs, criminal records, health status, or membership in associations, when necessary for our operations. We will seek your consent before collecting such information, ensuring that it is obtained through lawful and fair means.

Failure to provide necessary personal information may delay or hinder our ability to identify or contact you, or to provide services effectively.

Collection from Other Sources

We may gather information about you from public registers, social media, or third-party sources if we are unable to contact you directly. Throughout this process, we ensure your confidentiality and privacy are protected.

Provision of Information

We will only share your personal information with third parties in the following circumstances:

- With your explicit consent
- As mandated by law

Types of Personal Information Collected

We may collect and retain various types of information, including but not limited to:

- Identification details (name, address, phone number, email, date of birth)
- Credit information (credit liability, default history)
- Account and payment information
- Repayment history

Disclosure to Credit Reporting Bodies

We may disclose credit-related personal information to credit reporting bodies if a consumer fails to meet repayment obligations.

Protection of Personal Information

We are committed to protecting your personal information through:

- Robust confidentiality and data security measures
- Regular privacy training for employees
- Secure document storage and data protection policies
- Restricting access to authorised personnel only
- Using up-to-date electronic security systems, including firewalls and data encryption
- Secure database management

We may store information with third-party providers and ensure the protection of your data through contractual arrangements.

Access to Personal Information

You have the right to request access to your personal information. To do so, please provide a government-issued ID (e.g., driver's license or passport). Contact our Customer Care Team at complaints@betterwayfs.com.au for access requests.

In some cases, access may be denied as outlined in the Australian Privacy Principles, such as:

- When access poses a threat to individual or public safety
- When it impacts others' privacy
- For legal proceedings or negotiations
- When access is unlawful or required by law

We will respond to access requests within 30 days and inform you of any applicable fees for providing information.

Correction of Personal Information

If you believe your personal information is incorrect, please contact us to request a correction. We are committed to keeping your information accurate and up-to-date.

Contact Us

For more information about how we handle your personal information or to request access or correction, please contact:

Customer Care

BetterWay Financial Services Pty Ltd
PO BOX 59, Sans Souci NSW 2219
Email: complaints@betterwayfs.com.au

Making a Complaint

If you believe we have breached this Privacy Policy or relevant laws, contact our Customer Care Team. We will investigate and respond within 21-30 days.

If you are unsatisfied with our response, you may escalate your complaint to the Australian Financial Complaints Authority (AFCA) or the Office of the Australian Information Commissioner (OAIC):

AFCA

Website: <https://afca.org.au>
Email: AFCAServiceComplaints@afca.org.au
Phone: 1800 931 678
Post: GPO Box 3, Melbourne VIC 3001

Office of the Australian Information Commissioner

Website: www.oaic.gov.au

Policy Updates

This Privacy Policy is reviewed annually and may be updated. We reserve the right to make changes to our policies at any time.