

Protecting Your Privacy

Loan Institute of Australia understands how important it is to protect your personal information. The information within this document sets out our commitment to respect your personal information.

This policy ensures your right to privacy, as we recognise that any personal information that you provide will only be used for the purposes indicated in our policy. It is of paramount importance to us that you are confident that any personal information provided, will be treated with appropriate respect ensuring protection of your privacy.

We are committed to abide by the National Privacy principles for the protection of personal information, as set out in the Privacy Act and any other relevant law.

«tradingName» «tradingName» offers financial products and services within the mortgage industry. We obtain information in respect of loan applications. We act as an intermediary between lenders and potential clients in order to source suitable loans products to consumers. We may also market other products.

Personal Information

When we refer to personal information we mean information from which your identity is apparent. This information may include information or an opinion about you, from which your identity can reasonably be ascertained.

Why we collect this information

We collect information from our clients or from other sources in order to conduct our business.

In order to provide you with our services, we may disclose your information with other organisations that provide products or services marketed by us. The organizations to which we are likely to disclose information about you include other mortgage intermediaries, lenders, valuers, lenders mortgage insurance, surveyors, accountants, credit reporting agencies, and lawyers. We may also disclose your personal information to any other organization that may have or is considering having an interest in your loan, or in our business.

Collection of Information

Where practical we will collect your I information directly from you.

Who will we disclose your information to

We will inform you, at or before the time of collecting your information, the types of organizations that we intend to disclose your information to, prior to disclose any of your information to another organisation, we will take all reasonable steps to satisfy ourselves that:

- (a) The organization has a commitment to protecting your information at least equal to our commitment; and
- (b) You have consented to us doing so.

We may be required or instructed to disclose your information. Circumstances in which we may disclose your information would be to a Court or Tribunal in response to request or in response to a request or in response to a subpoena or to the Australian Taxation Office.

Direct Marketing

We may use your information to provide you with information about products or special offers you may find of interest, changes to our business, or new products or services being offered by us or any company we are associated with.

If you do not wish to receive marketing information, you may at any time decline to receive such information by contacting our office. We will not charge you for giving effect to your request and will take all reasonable steps to meet your request at the earliest possible opportunity.

Updating your Information

It is crucial to our relationship that the information we hold about you is accurate and up to date. During the course of our relationship with you, we will ask you to inform us if any of your information has changed.

You may change the information held by us by contacting us. Generally we rely on you to inform us if the information we hold is inaccurate or incomplete.

Access to your Information

We provide you with access to your information that we hold. You can request access to any of the information we hold about you at any time.

To access your information you can use the contact details specified above. We may charge a fee for our costs in retrieving and supplying the information to you.

Denied access to your Information

Situations may occur where we are not required to provide you with access to your information. For example, such a situation would be information relating to an existing or anticipated legal proceeding with you, or if your request is vexatious. An explanation will be provided to you, if we deny you access to your information.

Identifying You

It will be necessary for us to identify you in order to successfully do business with you, however, where, it is lawful and practicable to do so, we will offer you the opportunity of doing business with us, without providing us with information. Such a situation would be where you make general inquiries about interest rates or current promotional offers.

Where sensitive information is collected, stored, used or transferred about you, we will only use this information if you have consented or in the exercise or defence of a legal claim. Sensitive information may include, memberships in trade or professional association or trade unions, sexual preferences, criminal record, or health.

Security of Information

We take reasonable measures to protect your information by storing it in a secure environment, and when the information is no longer required for any purpose for which the information may be used or disclosed, it will be destroyed or permanently de-identified.

We also take reasonable measures to protect any personal information from misuse, loss and unauthorized access, modification or disclosure.

Further Information

You can request further information about how we manage your information by contacting us

Maintaining our Privacy Policy

We continually review our policies and endeavour to keep up to date with market expectations and the various laws governing the use of your information. As a consequence we may change our policy from time to time as the need arises. This policy came into existence in October 2003

Disputes Resolution Process

Initial Point of Contact

If you wish to lodge a complaint regarding any contact with Loan Institute of Australia please contact the complaints contact person detailed below:

V. Sue

Loan Institute of Australia

133 Alexander Street, Crows Nest 2065

T – 8090 2198

F – 8079 6660

Handling Complaints

We ensure that all staff that deal with, or are likely to deal with you, are aware of the name, title and telephone number of the Complaints Contact Person and the deputy Complaints Contact Person.

All staff have been given written instructions:

1. About how to transfer a client who has a complaint to the Complaints Contact Person or deputy Complaints Contact Person; and
2. What client details to record if the Complaints Contact Person or deputy Complaints Contact Person is for any reason unavailable (this information is to include as a minimum the client's name, telephone number and description of the product or transaction to which the client's complaint relates.

Your complaint need not be in writing and may be presented to any of the persons above by any reasonable means for example letter, telephone, in person or email.

Loan Institute of Australia **will not charge any fee in respect of your complaint pursuant to these Rules.**

Investigating your complaint

Any person who is involved in the subject matter of the complaint will not investigate your complaint. The Complaints Contact Person has the authority to access any and all documents and records of information (including computer systems) as may be necessary to properly investigate your complaint.

Timeliness

We will provide a written acknowledgement of receipt of your complaint promptly, unless your complaint is otherwise resolved in the meantime. Loan Institute of Australia will provide a substantive response to your complaint as soon as possible, but within forty five (45) days after receipt of it.

If we cannot respond to your complaint within forty five (45) days, we will inform you of the reasons for the delay and of your rights to refer the complaint to an independent body.

We will have substantially responded to your complaint if we:

- (a) Accepts the complaint and, if appropriate, offer redress; or
- (b) Offer redress without accepting the complaint; or
- (c) Rejects the complaint.

Written response to consumer

We will give a written response to your complaint, which will include reasons for reaching a particular decision on the complaint that adequately address the issues that were raised in your complaint. Where practicable, our response will refer to applicable provisions in legislation, Codes, Standards or Procedures.

Remedies

Where we accepts your complaint and we are of the view that it is appropriate to offer redress to you, that redress may be non-financial as well as, or instead of, financial. If we consider a financial remedy is appropriate then we will give you compensation for any direct loss that you have suffered.

When we are determining the appropriate remedy to be given to you and the extent of loss or damage suffered by you, consider relevant legal principles, the MFAA Code of Practice and other relevant codes of conduct, concepts of fairness and relevant industry best practice.

Publicity Dispute Resolution Procedures

We will include in the initial correspondence to a client, the identity of our Complaints Contact Person and provide their direct telephone contact number. We will provide details on its web site of the name and contact telephone numbers of the Complaints Contact Person, as well as detailed copies of the entire Dispute Resolution Procedure.

Data Collection

We will keep such data concerning the client's complaint in such form and manner as we think fit, the type of data that we may keep will include:

- Type of complainant;
- Subject of complaint;
- Outcome of complaint;
- Timeliness of response;

In order that we can identify any systematically recurring problems, we will so far as practicable and relevant, classify complaints according to the particular provision of the MFAA Code of Practice alleged by the consumer to have been breached. Subject to legal constraints including constraints as to defamation and privacy, we will make available data collected in respect of consumer complaints to the Australian Securities and Investments Commission.

In addition Loan Institute of Australia, as full member of the Mortgage Industry of Australia may need to make available data collected to the National Council of MFAA

Review

We will review its Internal Dispute Resolution Procedures every three (3) years to ensure that its complaints systems are operating effectively.

Additional Contact Points

In addition to Loan Institute of Australia's internal dispute resolution process the client may contact either of the following external parties for assistance with the complaint.

Mortgage & Finance Association of Australia

Po Box 604 Neutral Bay NSW 2089	T - 1300554817	F – 02 99672896	national@mfaa.com.au
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Credit Ombudsman Service Limited

Level 6, 50 Park St Sydney NSW 2000	T - 1300 78 08 08	F - 02 9267 3125	info@creditombudsman.com.au
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