

Simple Property Loans

Privacy Policy

Who are we?

We are Simple Property Loans.

Simple Property Loans respects people's privacy. Our staff members are required to read this policy and understand their responsibilities when dealing with personal information.

In this policy:

- "Personal information" refers to any information or any opinion, whether true or not and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable;
- "Sensitive information" refers to information about a person's racial or ethnic origin, political opinions or associations, religious beliefs or affiliations, philosophical beliefs, trade and professional memberships, sexual orientation or practices, criminal record or health, genetic or biometric information; and.
- words which are defined in the *Privacy Act 1988* (Cth) (Act) have the same meaning.

Overview

This privacy policy explains how we manage personal information which is not credit information or credit eligibility information. In particular it explains, in relation to that personal information:

- the kinds of personal information we collect and hold;
- how we collect the personal information;
- the purposes for which we collect, hold, use and disclose the personal information;
- how an individual may access personal information about the individual that we hold and seek the correction of that information;
- how an individual may complain about a breach of the Australian Privacy Principles (APPs) and the Credit Reporting Privacy Code and how we will deal with the complaint; and
- whether we are likely to disclose the personal information to overseas recipients and the countries where those recipients are likely to be located.
- This privacy policy also explains how we manage credit information and credit eligibility

information. In particular it explains, in relation to that information:

- the kinds of credit information we collect and hold and how we collect and hold that information;
- the kinds of credit eligibility information we hold and how we hold that information;
- the kinds of “CP derived information” (as defined in the Act) that we usually derive from credit reporting information disclosed to us by a credit reporting body under Division 2 of Part IIIA of the Act;
- the purpose for which we collect, hold, use and disclose credit information and credit eligibility information;
- how an individual may access credit eligibility information about the individual that we hold;
- how an individual may seek the correction of credit information or credit eligibility information about the individual that we hold;
- how an individual may complain about our failure to comply with Division 3 of Part IIIA of the Act or the Credit Reporting Privacy Code and how we will deal with the complaint; and whether we are likely to disclose credit information or credit eligibility information to entities which do not have an Australian link and the countries where those recipients are likely to be located.

Our Privacy Principles

We are bound by the APPs in the Act. The APPs came into effect on 12 March 2014, when they replaced the National Privacy Principles, which applied previously under the Act. We have adopted internal policies and procedures to ensure that personal information that we collect, store, use and disclose is dealt with in accordance with the APPs. You can see the full text of the APPs online at: <http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles>.

Collecting personal information

We may need to collect personal information about you and others including:

- names, addresses, email addresses, phone numbers and other contact information;
- property details, business and investment interests, trade and union associations; and
- financial and credit-related information (including consumer credit information and commercial credit information).
- We collect and hold credit information about individuals who are borrowers, guarantors, investors and associates. This information includes:
 - identification information, such as the individual's name, address and date of birth;
 - the note we make of the disclosure of credit information we make to a credit reporting

body so that we can obtain credit information from a credit reporting body;

- the type of commercial credit and the amount of credit sought in an application that has been made by the individual and in connection with which we have made an information request;
- court proceedings information about the individual, this is information about a judgment of an Australian court against the individual in proceedings (other than criminal proceedings) that relate to any credit that has been provided to, or applied for by, the individual; and
- personal insolvency information about the individual, this is information that is entered or recorded in the National Personal Insolvency Index that relates to bankruptcy of the individual, a debt agreement proposal given by the individual, a personal insolvency agreement executed by the individual, a direction given (or an order made) under section 50 of the *Bankruptcy Act 1966* (Cth) that relates to the property of the individual or an authority signed under section 188 of that Act that relates to the property of the individual.

We obtain credit reporting information about individuals who are borrowers, guarantors and associates from credit reporting bodies. We only obtain it to the extent we are entitled to obtain it under the Act. We might, for example, need to obtain the individual's prior authorisation. Credit reporting information includes:

- the credit information outlined above but which relates to the individual's dealings with other credit providers;
- consumer credit liability information, default information, payment information, new arrangement information and publicly available information concerning consumer credit which the individual has obtained from other credit providers; and
- credit worthiness information about the individual that credit reporting bodies derive from the above information. This could include credit scores, risk ratings and other evaluations.

We may need to collect personal information so we can:

- identify our borrowers/investors or potential borrowers/investors;
- assist us to offer relevant products and / or services to our borrowers/investors or potential borrowers/investors;
- assist our affiliates, partners, contractors and authorised agents (including Connect Capital Solutions) to process and administer loan or other credit-related applications;
- assess your credit worthiness and credit history;
- report credit-related information to credit reporting bodies;
- send you reminders, accounts and invoices;
- develop and implement initiatives to improve and tailor our products and / or services (including

by generating reports that enable us to assess who is utilising our products and services); and

- conduct our business activities in a professional and efficient manner.

If you are an officer or employee of a lender, or an individual who is a lender, in a syndicate, we may need to collect and handle personal information about you to manage our business of acting as a facility agent or security trustee in the course of syndicated lending and to keep you advised of our products and services.

If we are not provided with all the personal information we request, we may be unable to provide you with our products and / or services (including credit services).

We routinely collect personal information from our affiliates, partners, contractors (including Equifax and other credit reporting bodies) and authorised agents (including Connect Capital Solutions). However, unless it is unreasonable or impractical, we usually collect personal information directly from the individual concerned. Where we are required and at liberty to do so, we will use our best endeavours to seek an individual's consent before obtaining their personal information from third parties. The credit eligibility information is obtained from a credit reporting body.

Personal information may be collected by us:

- when we are contacted about our products or services, in person or over the telephone or internet;
- when you provide us with information including by completing various forms, letters of offer and loan applications and agreements;
- when our affiliates, partners, contractors (including Equifax and other credit reporting bodies) and authorised agents disclose personal information to us in accordance with the APPs;
- when we receive information in response to an inquiry made by us in accordance with this Privacy Policy; and
- when we respond to an inquiry, where we consider personal details are required or appropriate to fulfil the query.

The personal information of our borrowers, guarantors, investors and business contacts (including lenders to whom we provide agency services) or their representatives will usually be recorded in our computer system on a server with strictly limited password access to relevant staff.

Any additional purpose for which the information is collected (not included in this policy) will be identified when we collect the personal information, or as soon as practicable afterwards.

Collecting sensitive information

We typically do not collect sensitive information about you or others. However, where we are required to and it is practicable to do so, we will seek your consent before collecting your sensitive information and inform you of the purpose of the collection at that time. Your consent to collection of your sensitive information may be implied in limited circumstances.

Use of personal information

We will use personal information for purposes that include:

- to identify individuals and protect them from unauthorised access to their personal information or account history;
- to provide products or services that we are obliged to provide;
- to consider your eligibility for a product or service as an investor;
- to ensure we manage our business risks appropriately by assessing the credit worthiness and credit history of loan applicants and guarantors;
- to improve our products or services;
- for the purpose for which it was collected, or for a related purpose (or a directly related purpose in the case of sensitive information);
- to resolve a complaint;
- where the individual concerned would reasonably expect us to use the information; and
- for any other purpose, where an individual has consented to its use for that purpose.

Disclosure of information

Except where indicated above, we will not disclose personal information to a third party unless:

- the disclosure is for a primary purpose for which the information was collected or the disclosure is for a related purpose for which the information was collected and the individual concerned would reasonably expect us to disclose their personal information for the related purpose (or a directly related purpose in the case of sensitive information);
- the individual concerned has consented to the disclosure;
- the third party is our affiliate, partner, contractor (including Equifax and other credit reporting bodies) or authorised agent, in which case we will require them to disclose and to use the personal information only for the purpose for which it was disclosed;
- the disclosure is to a related body corporate;
- the disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim; or
- the disclosure is permitted, required or authorised by or under law.

We may disclose credit information (such as identification information) about an individual to a credit reporting body. The credit reporting body may include that information in the reports it provides to

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other credit providers.

We disclose credit information to the following credit reporting bodies:

Name: Equifax Australia Information Services & Solutions Pty Limited
Website: www.equifax.com.au
Mail: PO Box 964, North Sydney NSW 2059

Those credit reporting bodies are required to have a policy which explains how they will manage credit-related personal information. If an individual would like to read the policy of the credit reporting body he or she should visit the credit reporting body's website and follow the "Privacy" links, or the individual can contact the credit reporting body direct for further information.

Our policy about the management of credit related personal information is contained in this privacy policy but if an individual would like to receive it as a separate document he or she can request a copy by contacting our Privacy Officer at the address specified at the end of this policy.

An individual has the right to request that the credit reporting body exclude his or her credit reporting information from any permissible direct marketing activities we may ask it to perform.

The individual also has the right to request that the credit reporting body not use or disclose his or her credit reporting information if the individual believes that he or she has been, or is likely to be, the victim of fraud (for example, the individual suspects someone is using his or her identity details to apply for credit). The individual must contact the credit reporting body direct should this be the case.

We collect, hold, use and disclose personal information which is not credit information or credit eligibility information so that we can manage and administer the facilities which we provide.

Marketing

We may use personal information to advise the individual concerned of new products, services and other initiatives that we think may be of interest to them. Those who prefer not to receive information about our services can contact our Privacy Officer and request to be removed from the relevant circulation list. Contact details for our Privacy Officer appear at the end of this policy. We may require written confirmation of a request to be removed from our circulation list, for example where legislation requires us to provide particular communications to the individual concerned.

We will not disclose personal information to a third party to enable that party to direct market their products or services to an individual unless that individual has expressly consented to that disclosure.

Updating your information

We ask that you tell us of any changes to the personal information we hold about you. You may notify our Privacy Officer (whose contact details appear at the end of this policy) at any time to request that your personal information is amended or updated. We will then take reasonable steps to correct the information in the manner requested.

If we consider that the personal information, we retain does not require amendment, we will annotate the request on our files and give you notice in writing setting out:

- the reasons for the refusal;
- the mechanism available to complain about the refusal;
- your right to request a statement to be associated with the personal information; and
- any other matters prescribed by law.

When we correct personal information about you that has previously been disclosed to a third party, upon your request, we will take all reasonable steps to notify that third party of the correction where it is not impracticable or unlawful to do so.

Security

The protection of personal information is a priority for us. Any hard copy documents are stored securely, and access is limited to staff. Electronic client data is kept on our computer system, which is a shared drive with access limited to staff.

We are committed to maintaining:

- safeguards to protect personal information against misuse, interference and loss and from unauthorised access, modification or disclosure. All personal information we hold is dealt with in accordance with the APPs;
- industry standards for the security and protection of information. Personal information is stored securely, and access is restricted to authorised personnel only. Our computer systems require access passwords, and these are kept secure by our personnel; and
- internal policies on management of personal information and staff training to ensure compliance with these policies. All our staff members are required to read this policy and understand their responsibilities regarding personal information.

Destruction of records

We will destroy any personal information that we hold which is no longer needed after a 7-year period unless we are required by law to retain such personal information.

Access to personal information

We will generally allow an individual access to any personal information that we hold about them on request subject to any restrictions on access. We will try to give the individual concerned access in a form and manner that suits their needs. To request such access please contact our Privacy Officer. Contact details for our Privacy Officer appear at the end of this policy.

If an individual considers that any personal information which we hold about the individual is incorrect in any way the individual may ask us to correct that personal information. To seek the correction, please contact our Privacy Officer. In certain situations, we may decide not to agree to a request to correct personal information. We will tell you in writing why we have not agreed to the correction request.

Restrictions on access

We are entitled to restrict access to personal information in accordance with the APPs. You may not be allowed access to personal information we hold where access would reveal evaluative information generated by us in connection with a commercially sensitive decision-making process. Instead, we may give you an explanation for the decision, rather than direct access to the information.

If we have given you such an explanation and you believe that direct access to the evaluative information is necessary to provide a reasonable explanation of the reasons for the decision, we will, at your request, review the decision. Personnel other than the original decision-maker will conduct the review.

Wherever direct access by you is impractical or inappropriate, we should consider together whether the use of a mutually agreed intermediary would allow sufficient access to meet both our needs and concerns.

Other instances where it may not be appropriate to provide you with access to the personal information we hold, include where:

- providing access would pose a serious and imminent threat to the life or health of any individual;
- providing access would have an unreasonable impact upon the privacy of others;
- the request for access is frivolous or vexatious; or
- the information relates to an anticipated or existing legal dispute and disclosure would compromise our position or the position of others.

Charges for access

An individual will not incur charges for lodging a request to access personal information. However, we may levy a reasonable charge for providing access to that information. We will provide an estimate of any charge on request, or if it appears to us that the work will be onerous or otherwise warrants a charge.

Transferring information overseas

We typically do not transfer personal information to any entity outside Australia. In the event that we do disclose information to an overseas' recipient, we will take reasonable steps to ensure that the overseas recipient does not breach the APPs in relation to the disclosed personal information unless:

- we reasonably believe that the recipient of the information is subject to legal obligations have the

effect of protecting the information in a way that, overall, is at least substantially similar to protection under the APPs and there are mechanisms the individual concerned can access to enforce that protection;

- we are given consent by the individual concerned to do so, expressly or by implication after they are expressly informed that if they consent we will not be required to take reasonable steps to ensure that the overseas recipient does not breach the APPs in relation to the information; or
- we are legally authorised or required to do so.

Notifiable data breaches

If there is a loss, or unauthorised access or disclosure of an individual's personal information that is likely to result in serious harm to that individual, we will investigate and notify the individual and the Australian Information Commissioner as soon as practicable, in accordance with the Privacy Act.

Changes to our policy

We may update or change this policy. When we do so, we will update the policy that is available for inspection at our office and we will make an updated copy available to you on request in the form that you request.

If you have any suggestions or concerns that are not addressed in this privacy policy, please contact our Privacy Officer. The contact details of the Privacy Officer are listed at the end of this policy.

Complaint resolution

We are committed to constantly reviewing our procedures so that personal information is treated appropriately.

If you feel that we have failed to deal with your personal information in accordance with the APPs or this policy, please speak to us so that we have an opportunity to resolve the issue to your satisfaction.

The person to contact is our Privacy Officer, whose contact details appear at the end of this policy.

Our Privacy Officer will manage the complaint process for us by:

- listening to your concerns and grievances regarding our handling of personal information;
- discussing with you the ways in which we can remedy the situation; and
- putting in place an action plan to resolve your complaint and improve our information handling procedures (if appropriate).

If this process does not result in an outcome that is satisfactory to you, you may contact the Office of the Australian Information Commissioner. We will work together with the Office of the Information Commissioner to resolve the issues between us.

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The contact details for the Office of the Australian Information Commissioner are as follows:

Street address: Level 3, 175 Pitt Street, Sydney NSW 2000
Telephone: 1300 363 992 (for the cost of a local call anywhere in Australia)
TTY: 133 677 followed by 1300 363 992
Post: GPO Box 5218, Sydney NSW 2001
Facsimile: +61 2 9284 9666
Email: enquiries@oaic.gov.au

Further information about privacy and your rights can be obtained at the Office of the Australian Information Commissioner's website at www.oaic.gov.au.

Contact information

If you wish to access any personal information that we hold about you, or have a query about this policy, please contact our Privacy Officer:

Privacy Officer for Simple Property Loans

Pedro Chauca
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Level 1, 40 Toorak Road
South Yarra VIC 3141
Telephone **(03) 9393 3790**
Email: loans@simplepropertyloans.com