



Black Book Finance

Making your Finance our Business

PRIVACY POLICY

At **Black Book Finance Pty Ltd** we are committed to protecting your privacy in accordance with the Privacy Act 1998 (Cth). This Privacy Policy describes our current policies and practices in relation to the handling and use of personal information.

WHAT INFORMATION DO WE COLLECT AND HOW DO WE USE IT?

We will ask you for personal information when we assist you with your finance requirements. We use the information you provide to advise about and assist with your credit needs. We only provide your information to the companies with whom you choose to deal (and their representatives).

We also use your information to send you requested product information and to enable us to manage your ongoing relationship with us e.g. invoicing, client surveys etc. We may do so by mail or electronically unless you tell us that you do not wish to receive electronic communications.

We may occasionally notify you about promotions, new services and special offers, events, or articles we think will be of interest to you. We may send you regular updates by email or by post. If you would rather not receive this information, email, or write to us.

We may also use your information internally to help us improve our services and help resolve any problems.

WHAT IF YOU DON'T PROVIDE SOME INFORMATION TO US?

If you don't provide us with full information about your personal and financial circumstances, we can't properly advise or assist you with your credit needs.

HOW DO WE HOLD AND PROTECT YOUR INFORMATION?

We strive to maintain the reliability, accuracy, completeness, and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected, or to comply with any applicable legal or ethical reporting or document retention requirements. We hold the information we collect from you. We ensure that your information is safe by.

WILL WE DISCLOSE THE INFORMATION WE COLLECT TO ANYONE?

We do not sell, trade, or rent your personal information to others. We may need to provide your information to our credit licensee e.g. for administration and supervision activities, contractors who supply services to us e.g. to handle mailings on our behalf, or to other companies in the event of a corporate sale, merger, reorganisation, dissolution, or similar event. However, we will do our best to ensure that these parties protect your information in the same way that we do.

We may also provide your information to others if we are required to do so by law or under some unusual other circumstances which the Privacy Act permits.

HOW CAN YOU CHECK, UPDATE OR CHANGE THE INFORMATION WE ARE HOLDING?

Upon receipt of your written request and enough detail to allow us to identify the information, we will disclose to you the personal information we hold about you. We will also correct, amend, or delete any personal information that we agree is inaccurate.



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If you wish to access or correct your personal information, please write to **Luke Sorrenti** at **admin@blackbookfinance.com.au**

We do not charge for receiving a request for access to personal information or for complying with a correction request.

YOUR CONSENT

By asking us to assist with your credit needs, you consent to the collection and use of the information you have provided to us for the purposes described above.

TELL US WHAT YOU THINK

We welcome your questions and comments about privacy. If you have any concerns or complaints, please contact **Luke Sorrenti** at **admin@blackbookfinance.com.au**

COMPLAINTS

Internal Dispute Resolution

We are committed to providing you with the best possible service, however we understand there may be times where you are not satisfied. If this occurs, please inform us verbally or in writing with the exact details of your complaint, so we can work towards a prompt and fair resolution. If we are unable to reach a satisfactory resolution, you can make a complaint in writing to the Australian Credit Licence holder, Loan Market Group. With regards to complaints resolution, we are mindful of the need to ensure that consumers are treated fairly and with respect during the complaints handling process. Any dissatisfaction with a credit representative operating under the licence will be handled in an efficient, timely and effective manner in accordance with ASIC regulations of Internal Dispute Resolution (IDR).

Loan Market Groups details are:

- **Email:** resolutions@loanmarketgroup.com
- **Phone:** 1800 763 486 (toll free) Monday to Friday 9am to 5pm (AEST)
- **Mail:** Complaints Officer, Loan Market, GPO Box 5200, Sydney NSW 2001

We hope that you will be satisfied with how we deal with your complaint. However, if your concerns remain unresolved, or you have not heard from us within 45 days, then you can have your complaint heard by an independent party. The complaint can be lodged with the Australian Financial Complaints Authority (AFCA):

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.