

TruePillars Privacy Policy

Updated March 2016

This Privacy Policy applies to TruePillars Pty Ltd (ABN 36 603 933 508) and its related bodies corporate (as defined in the *Corporations Act 2001 (Cth)*) including TruePillars Lending Pty Ltd (ABN 36 607 063 785) (**we, us, our**). We manage an online platform that facilitates loans to small and medium sized businesses, funded by investors who can view and select the individual loans they wish to be exposed to.

We are committed to protecting your privacy, in accordance with applicable Australian privacy law including the Australian Privacy Principles (APPs) and credit reporting provisions in the *Privacy Act 1988 (Cth)* (**Privacy Act**).

This Policy is designed to give you a greater understanding of how we collect, use, disclose and otherwise handle personal information, including credit-related personal information.

A copy of this Privacy Policy is available on our website at <https://www.truepillars.com/documents/privacy-policy> or you can request a copy by contacting our Privacy Officer (details under heading 10 below).

Personal information means information or an opinion, whether true or not and whether recorded in a material form or not, about an individual who is identified or reasonably identifiable. Examples include your name, address, date of birth and email address.

1. What we collect

1.1 General

The type of personal information that we collect about you depends on the type of dealings you have with us. For example, if you:

- **are a borrower** (including a representative, shareholder, beneficiary or guarantor of a borrowing entity), we collect details such as your name, date of birth, address, telephone number, email address, credit-related information about you (see under heading 5). We may also collect your driver's licence number, passport number or search the electoral roll for identification purposes.
- **are an investor** (including a representative, shareholder, beneficiary or guarantor of an investing entity), we collect details such as your name, date of birth, address, telephone number, email address, trust information. We may also collect your driver's licence number, passport number or search the electoral roll for identification purposes.
- **send us an enquiry or provide us with feedback**, we may collect your name, contact details, details of your enquiry or feedback and information about our response.
- **apply for a job with us**, we will collect the information you include in your job application, including your cover letter, resume, contact details and referee reports.

1.2 Collection of information other than personal information through our website

When you visit our website, some of the information that is collected about your visit is not personal information, as it does not reveal your identity.

Site visit information

For example, we record your server address, the date and time of your visit, the pages you visited, any documents you downloaded, the previous site you visited and the type of device, browser and operating system you used.

We use and disclose this information in anonymous, aggregated form only, for purposes including statistical analysis and to assist us to improve the functionality and usability of our website. You are not individually identified, however we reserve the right to use or disclose this information to try to locate an individual where we reasonably believe that the individual may have engaged in any unlawful or inappropriate activity in connection with our website, or where we are otherwise required or authorised by law to do so.

Cookies

A cookie is a small string of information that a website transfers to your browser for identification purposes. The cookies we use do not identify individual users, although they do identify the user's internet browser to support the functionality of the web browser.

We use cookies to hold anonymous session information. This information is used to personalise your current visit to the website, for example to allow the website to remember who you are by keeping server variables linked to your session.

Most internet browsers are set to accept cookies. If you prefer not to receive them, you can adjust your internet browser to reject cookies, or to notify you when they are being used. There are also software products available that can manage cookies for you. Rejecting cookies can, however, limit the functionality of our website including the ability to receive live updates.

1.3 What if you don't provide us with your personal information?

You can access our website, view certain information and make general phone queries without having to identify yourself.

In some cases however, if you don't provide us with your personal information when requested, we may not be able to provide you with the product or service that you are seeking. For example, you must identify yourself to become an investor or to apply for a loan.

2. How we collect personal information

2.1 Methods of collection

We collect personal information in a number of ways, including:

- through our website (for example, when you register your interest, apply to be an investor or for a loan)
- over the telephone
- through written correspondence (such as letters and emails)
- on hard copy forms (for example, loan terms and conditions)
- from third parties, including credit reporting bodies and other credit providers, government departments or address validation software providers

2.2 Personal Information Collection statement

Where we collect personal information about you, we will take reasonable steps to provide you with certain details about that collection (such as the purpose for which we are collecting the information and the type of third parties to which it is usually disclosed). We will generally include this information in a Personal Information Collection Statement.

A Personal Information Collection Statement provides more specific information than this Privacy Policy. The terms of this Privacy Policy are subject to any specific provisions contained in collection statement and in the terms and conditions of particular offers, products and services. We encourage you to read those provisions carefully.

2.3 Unsolicited information

Unsolicited personal information is personal information we receive that we have taken no active steps to collect (such as an employment application sent to us by an individual on their own initiative, rather than in response to a job advertisement).

We may keep records of unsolicited personal information if the Privacy Act permits it (for example, if the information is reasonably necessary for one or more of our functions or activities). If not, we will destroy or de-identify the information as soon as practicable, provided it is lawful and reasonable to do so.

3. Why we collect personal information

3.1 General

The main purposes for which we collect, hold, use and disclose personal information are set out below.

- establishing and operating profiles for our customers, conducting credit and identification checks
- complying with obligations required or authorised by or under law including our obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*
- obtaining credit reports and assessing the financial position of a borrower (including a representative, shareholder, beneficiary or guarantor of a borrowing entity)
- promoting ourselves and our products and services, including through direct marketing (see under heading 3.2 below)
- performing research and statistical analysis, including for customer satisfaction and service improvement purposes
- answering queries and resolving complaints
- recruiting staff and contractors

We may also collect, hold, use and disclose personal information for other purposes explained at the time of collection; which are required or authorised by or under law; or for which you have provided your consent.

3.2 Direct marketing

We may contact you directly to let you know about us and our products and services (including promotions, special offers, events and changes to our products and services), either where we have your express or implied consent, or where we are otherwise permitted by law to do so. We may contact you for these purposes in a variety of ways, including by mail, email, SMS, telephone or online advertising.

When you provide your personal information to us, we are required give you the choice as to whether or not you wish to receive further information about special offers, promotions, and changes to our products and services. If you indicate that you do not wish to receive these, we will not contact you further for these purposes. Please allow 28 days for your request to be processed.

If you receive promotional information about us and do not wish to receive this information any longer, you may remove your name from our list either by contacting us at contact@truepillars.com and asking to be removed from our mailing list or by logging on to your user profile (as applicable) and changing your preferences and settings. Please allow 28 days for any such request to be processed.

If you receive marketing material by email, you can request to not receive further email marketing material by clicking on the unsubscribe button in the email you have received or via your personal profile preferences on the website.

Opting out

Where you have consented to receiving marketing communications from us, your consent will remain current until you advise us otherwise. However, you can opt out at any time, by:

- contacting us (details under heading 10 below); or
- using the unsubscribe facility that we include in our electronic messages.

If we have collected the personal information that we use to send you marketing communications from a third party (for example a direct mail database provider), you can ask us to notify you of our source of information, and we will do so, unless this would be unreasonable or impracticable.

4. Who we may share your personal information with

We may share personal information with third parties where appropriate for the purposes set out under heading 3, including:

- financial institutions for payment processing
- validation software providers
- gateway service providers enabling us to access document verification services
- credit reporting bodies and other credit providers (see under heading 5)
- regulatory, investigative or government bodies where required or authorised by law
- an individual's agent or authorised representative
- referees whose details are provided to us by job applicants
- our contracted service providers, including:
 - information technology and data storage providers
 - function and event organisers
 - marketing and communications agencies
 - research and statistical analysis providers
 - call centres
 - hard copy and electronic mail houses

- external business advisers (such as consultants, recruitment advisors, accountants, auditors and lawyers)

In each case, we may disclose personal information to the service provider and the service provider may in turn provide us with personal information collected from you in the course of providing the relevant products or services.

5. Credit-related personal information

5.1 General

We may provide credit within the meaning of the Privacy Act to our customers in connection with the supply of our products and services (for example, if you are registered as a borrower or you are a representative, shareholder, beneficiary or guarantor of a borrowing entity). If we share credit-related personal information about you with credit reporting bodies (**CRBs**) or other participants in the credit reporting system (including other credit providers), we are required to comply with the credit reporting provisions in Part IIIA of the Privacy Act and the Privacy (Credit Reporting) Code 2014 (**CR Code**).

5.2 Why we collect credit-related personal information

We collect, hold, use and disclose credit-related personal information for the purposes permitted by the Privacy Act and the CR Code, including:

- to assess an application for credit and verify your identity
- if you are a representative, shareholder, beneficiary or guarantor of a borrower entity:
 - to assess an application for credit
 - to assess whether to accept you as a guarantor
 - to collect payments that are overdue in relation to credit provided
- to derive assessments, evaluations, scores, ratings and summaries relating to your credit worthiness
- to manage a loan
- to undertake debt recovery and enforcement activities
- to participate in the credit reporting system (including by providing credit-related personal information to CRBs and other credit providers)
- for other purposes required or authorised by law

5.3 The credit-related personal information we collect

The credit-related personal information that we may collect and hold includes:

- your current and prior names, date of birth, address, gender, and driver's licence number
- financial information for example, your income, expenses, assets and liabilities
- the fact that you (or a borrowing entity) has applied for credit with us or other credit providers and the type and amount of credit sought
- the fact that you have agreed to guarantee the obligations of another under a credit facility offered by us (if applicable)
- the day that credit is entered into with us or other credit providers, the terms or conditions of that credit and the maximum amount of credit available

- the day on which credit provided to your business is terminated or otherwise ceases
- credit payments of \$100 or more owed to us or another credit provider that are overdue for more than 60 days that you have been notified of (and whether you have subsequently repaid the overdue amount)
- whether you have committed a serious credit infringement
- whether you have entered into an arrangement with us or another credit provider in connection with credit provided to your business
- credit-related court proceedings and personal insolvency information
- publicly available credit-related information
- a credit rating or score that is calculated by a CRB (or by us using information from a CRB) and that has a bearing on your credit-worthiness
- administrative information relating to credit provided by us

5.4 How we collect and hold credit-related personal information

We collect credit-related personal information from you (directly or through the operation of your account with us), from CRBs and other credit providers and from other third parties where this is permitted under Part IIIA of the Privacy Act. We may also generate the information ourselves, through our own analyses.

The information will be held by us on our customer database, in physical and/or electronic form located in Australia.

5.5 Who we disclose credit-related personal information to

We may disclose credit-related personal information to third parties for the purposes outlined above, including to:

- CRBs and other credit providers
- our related bodies corporate
- Melbourne Securities Corporation Ltd ACN 160 326 545 as trustee of the TruePillars Investment Trust
- third parties that manage credit applications for us
- debt collectors and credit management agencies
- third parties in connection with the potential assignment of debts, security for credit or purchase of an interest in us
- other third parties where required or authorised by law

CRBs may include the information we provide them in reports provided to other credit providers, to assist them in assessing your credit-worthiness.

5.6 The CRB we use

The CRB we deal with is Dun & Bradstreet Consumer Credit (DBCC Pty Ltd). Contact details, and details about how you can obtain the CRB's privacy policy, are set out below.

Dun & Bradstreet Consumer Credit (DBCC Pty Ltd)

Mail: Public Access Centre, PO Box 7405, St Kilda Rd VIC 3004
 Email: pac.austral@dnb.com.au
 Phone: 1300 734 806

Privacy Policy: Available at <http://www.dnb.com.au/>.

5.7 Your rights in relation to CRBs

(a) Pre-screening for direct marketing

Credit providers can ask CRBs to use your credit reporting information to "pre-screen" marketing lists for the credit provider. You can tell CRBs not to use your credit reporting information for this purpose by contacting them (details above).

(b) Victims of fraud

If you think you have been, or are likely to be, a victim of fraud (including identity fraud), you can contact the CRB (details above) and ask them to put a ban on using or disclosing your credit reporting information.

5.8 Access and correction of credit eligibility information

You have the right to access and correct the credit-related personal information that we hold about you. If you wish to make an access or correction request, please refer to heading 8.

5.9 Complaints about credit-related personal information

If you have a complaint about our handling of credit-related personal information, please refer to heading 9.

6. Cross border disclosure of personal information

We may disclose personal information to third parties located overseas where our database providers have a backup data centre located overseas. In each case, we will comply with the requirements of the Privacy Act that apply to cross border disclosures of personal information.

7. Data quality and security

7.1 General

We hold personal information in a number of ways, including in electronic databases, email contact lists, hard copy documents and in paper documents held in drawers and cabinets. Paper files may also be archived in boxes and stored offsite in secure facilities. We take reasonable steps to:

- make sure that the personal information that we collect, use and disclose is accurate, up to date and complete and (in the case of use and disclosure) relevant;
- protect the personal information that we hold from misuse, interference and loss and from unauthorised access, modification or disclosure; and
- destroy or permanently de-identify personal information that is no longer needed for any purpose permitted by the APPs.

You can help us keep your information up to date, by letting us know about any changes to your details, such as your address, email address or phone number.

7.2 Security

The steps we take to secure the personal information we hold include website protection measures (such as firewalls and anti-virus software), security restrictions on access to our computer systems (such as login and password protection), controlled access to our corporate premises, policies on document storage and security, personnel security (including restricting access to personal information on our systems to staff who need that access to carry out their duties, staff training and workplace policies).

Online payment security

We process transactions using online technologies. All transactions processed by us meet industry security standards to ensure payment details are protected.

Website security

While we endeavour to protect the personal information and privacy of users of our website, we cannot guarantee the security of any information that you disclose online and you disclose that information at your own risk. If you are concerned about sending your information over the internet, you can contact us by post (details under heading 10 below).

If you are a registered user of our website, you can also help to protect the privacy of your personal information by maintaining the confidentiality of your username and password and by ensuring that you log out of the website when you have finished using it. In addition, if you become aware of any security breach, please let us know as soon as possible.

Third party websites

Links to third party websites that are not operated or controlled by us are provided for your convenience. We are not responsible for the privacy or security practices of those websites, which are not covered by this Privacy Policy. Third party websites should have their own privacy and security policies, which we encourage you to read before supplying any personal information to them.

8. Access and Correction

Please contact our Privacy Officer (details under heading 10 below) if you would like to access or correct the personal information that we hold about you. We may require you to verify your identity before processing any access or correction requests, to make sure that the personal information we hold is properly protected.

8.1 Access

We will generally provide you with access to your personal information, subject to some exceptions permitted by law. We will also generally provide access in the manner that you have requested (for example, by providing photocopies or allowing a file to be viewed), provided it is reasonable and practicable for us to do so. We may however charge a fee to cover our reasonable costs of locating the information and providing it to you.

8.2 Correction

If you ask us to correct personal information that we hold about you, or if we are satisfied that the personal information we hold is inaccurate, out of date, incomplete, irrelevant or misleading, we will take reasonable steps to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading.

If we correct personal information about you, and we have previously disclosed that information to another agency or organisation that is subject to the Privacy Act, you may ask us to notify that other entity. If so, we will take reasonable steps to do so, unless this would be impracticable or unlawful.

8.3 Timeframe for access and correction requests

Except in the case of more complicated requests, we will endeavour to respond to access and correction requests within 30 days.

8.4 What if we do not agree to your request for access or correction?

If we do not agree to your access or correction request, or if we do not agree to give you access in the manner you requested, we will provide you with a written notice explaining why.

In addition, if we refuse to correct personal information in the manner you have requested, you may ask us to associate with the information a statement that the information is inaccurate, out-of-date, incomplete, irrelevant or misleading, and we will take reasonable steps to do this in such a way that will make the statement apparent to users of the information.

9. Complaints

If you have a complaint about how we have collected or handled your personal information, please contact our Privacy Officer (details under heading 10 below). Our complaints process will depend on whether your complaint relates to the APPs or to credit-related personal information, as explained below.

9.1 Complaints process - APPs

We will endeavour in the first instance to deal with your complaint and take any steps necessary to resolve the matter within a week. If your complaint can't be resolved at the first instance, we will ask you to submit your complaint in writing.

We will endeavour to acknowledge receipt of your written complaint within 5 business days of receiving it and to complete our investigation into your complaint in a timely manner. This may include, for example, gathering the relevant facts, locating and reviewing relevant documents and speaking to relevant individuals.

In most cases, we expect that complaints will be investigated and a response provided within 30 days of receipt of your written complaint. If the matter is more complex and our investigation may take longer, we will write and let you know, and tell you when we expect to provide our response.

9.2 Complaints process - credit-related personal information

We will provide you with a written notice acknowledging your complaint and explaining how we will deal with it within 7 days after the complaint is made. We will then investigate the complaint, consult any CRB or other credit providers if we consider it necessary and provide you with a written notice of our decision within 30 days (or longer if you agree).

9.3 If you are not satisfied with our response

If you are not satisfied with our response, you can refer your complaint to the Office of the Australian Information Commissioner (see <https://www.oaic.gov.au/individuals/what-can-i-complain-about> for further information).

10. Our contact details

Please contact us if you have any queries about the personal information that we hold about you or the way we handle that personal information. Our contact details are set out below.

Mail: TruePillars Privacy Officer, Level 1, 155 Queen Street, Melbourne 3000

Email: privacy@truepillars.com

Further general information about privacy is available on the website of the Office of the Australian Information Commissioner at www.oaic.gov.au or by calling the OAIC's enquiry line at 1300 363 992.

11. Changes to this Policy

We may amend this Privacy Policy from time to time. The current version will be posted on our website and a copy may be obtained by contacting our Privacy Officer (details above).