

Privacy Statement

Introduction

Your privacy is important. This Privacy Statement will entail how we (Finance Garage) will operate in accordance with the Privacy Act 1988 with regard to protecting your information. This statement sets out details and information on how Finance Garage will collect, store, use and protect your information.

Your private and or personal information

Your private and personal information is data or details that you provide during any of the stages when seeking some form of finance assistance. This may include but limited to, name, personal contact information, financial information, tax file number, address and anything that may be discussed during any of the stages of seeking finance assistance.

Reasons we collect your information

Essentially, your information is collected so that we can operate in accordance with the regulations that govern our credit license and provide you with advice regarding your financial needs

The collection of data from you may vary based on what stage of assistance you are in. Early stage, where you may just be making an enquiry, we need to request basic financial information in order to perform a preliminary assessment. This preliminary assessment will continue with documents to support your financial information. Other stages maybe the application stage where we include your personal information as well as the private information.

Type of information collected

We will only collect information that is required for your finance goals. This information includes full name, address, contact details, date of birth (basic identity), employment, financial details (assets and liabilities) etc. The type of documentation required to support this information may be, but not limited to driver license, passport, government issued ID, banking statements, employment pay slips, tax returns, and financials etc.

Consent

By providing this information to us, you are allowing us to use this information for the purpose of financial assistance. This includes the purpose of a preliminary assessment and eventually an application. You also consent to us contacting your employer to confirm your information should this

verification be necessary. When personal or private information of another person that is seeking financial assistance with us is provided to us by you, we assume that you have been given permission to do so.

How we collect your information

Your information will only be collected by you providing this information. This may be in the form of verbally (phone call or in person), written (email or text message) or through supporting documentation (statements, financial documents) etc.

How your information is used

Your information will be used to review your financial situation and if lending is not unsuitable with a particular financial institution. With your authorization, your information will also be used in an application in accordance with lender requirements.

Finance Garage and William Ngo will not use your information for any other purpose other than to review your financial situation and apply to a financial institution on your behalf. We do not do any marketing and will not provide your information to any external organization besides the financial institution that you apply to.

Limiting exposure

Your information is confidential and we strive to limit the viewing of your information to only related parties, this will include Finance Garage and the financial institution you seek finance from. Know that the financial institution also has its privacy adherence.

On occasion, as part of Finance Garage's compliance adherence, certain files (customers) may be selected randomly to be audited. This is a compliance need and the audit process is managed by an external licensed body. If such an audit is performed on your file, you will be notified.

Your information will stay secure and local

Finance Garage and William Ngo does not contract, outsource or use any external processing assistance so all your information stays in house. Your data is kept safe and always protected on our secure storage drive which is also in-house.

Time your information is kept on file

Regardless if you are successful in obtaining finance or not, your information is kept on file for up to 7 years. This is a legal requirement and requirement for compliance auditing purposes.

Keeping your information current and accurate

It is important to have current and up to date information so you can contact Finance Garage to update your information anytime.

Concerns

For details on steps to follow should you have any concerns or related matters, please see:

<https://www.financegarage.com.au/concerns>