



Privacy Policy

FAST APPROVAL PTY LTD | ABN 18 648 013 638 | Australian Credit Licence 537309

Policy owner	FAST APPROVAL PTY LTD
Effective date	1 July 2024
Privacy contact	Privacy Officer
Email	info@fast-approval.com.au
Office	Suite 602, 8 Help Street, Chatswood NSW 2067

This policy explains, in practical terms, how Fast Approval handles personal information and credit-related information when providing credit assistance, mortgage broking and related finance services.

1. Purpose and scope

Fast Approval Pty Ltd (Fast Approval, we, us or our) is committed to protecting the information entrusted to us by clients, prospective clients, guarantors, referrers and other individuals involved in a finance application. This policy applies to information collected through our office, website, email, phone, electronic forms, loan application processes, document collection platforms and other service channels. We are bound by the Privacy Act 1988 (Cth), the Australian Privacy Principles and, where credit reporting information is involved, the credit reporting provisions that apply to credit providers and credit assistance businesses.

The policy covers personal information, sensitive information, credit information and credit eligibility information. It also explains the circumstances in which information may be collected from, or disclosed to, lenders, credit reporting bodies, insurers and professional service providers.

2. Key terms used in this policy

Personal information means information or an opinion that identifies an individual, or could reasonably identify an individual. Credit information generally relates to an individual's credit applications, repayment history, credit limits, defaults, court judgments, insolvency events and similar credit matters. Credit eligibility information is credit reporting information disclosed by a credit reporting body, or information derived from that information. Sensitive information may include health information, membership details, biometric information or other protected categories of information. We only collect sensitive information where it is reasonably necessary for our services and where the law permits it, usually with consent.

3. Information we may collect

The information we collect depends on the service requested and the stage of the application. It may include:

- identity and contact details, such as name, date of birth, address, email, phone number and identification documents;
- employment, income, business, tax, superannuation and bank account information;
- assets, liabilities, living expenses, credit commitments and transaction history;
- credit history and other information relevant to credit assessment, servicing capacity and risk;
- property details, security information, valuations, title information and insurance-related information;
- family or household information relevant to the loan assessment, such as dependants or joint applicants;
- records of communications with us, including notes, emails, forms, file records and client instructions;
- information required for compliance, identity verification, fraud prevention, dispute handling and quality assurance;
- where relevant, business or commercial information connected with a commercial loan or guarantee.

We do not seek to collect information that is unnecessary for the service we are providing. If we receive unsolicited information that we do not require, we will take reasonable steps to delete or de-identify it where lawful and practicable.

4. How information is collected

Most information is collected directly from you, for example when you complete a fact find, application form, privacy consent, serviceability worksheet, bank statement request, supporting document checklist or when you speak with our team. We may also collect information from authorised representatives or third parties when this is necessary for your finance matter.

Sources may include:

- co-applicants, guarantors, attorneys, family members or other persons authorised by you;
- accountants, lawyers, conveyancers, real estate agents, financial advisers and settlement agents;



- employers, payroll providers and income verification services;
- banks, lenders, aggregators, mortgage managers, loan servicers and lender portals;
- credit reporting bodies and other providers of credit-related reports;
- government agencies, public registers, title offices and property information providers;
- valuation firms, mortgage insurers, title insurers and other insurance providers;
- digital identity, open banking, bank statement and document verification service providers;
- referrers, introducers, marketing enquiries and publicly available sources.

Where you provide information about another person, you must ensure that you are authorised to do so and that the person is made aware that their information may be handled in accordance with this policy.

5. Why we use personal and credit information

We use information to provide credit assistance and related services, operate our business and comply with legal and regulatory obligations. This may include:

- understanding your objectives, requirements, financial position and loan preferences;
- assessing borrowing capacity, suitability, responsible lending considerations and best interests obligations;
- comparing, recommending, arranging or assisting with loan products and associated services;
- preparing and submitting applications to lenders, mortgage managers or credit providers;
- obtaining valuations, credit reports, lender responses, pricing, approvals and settlement updates;
- verifying identity, detecting fraud, managing cyber security and protecting against unlawful activity;
- administering client files, communicating with you and responding to enquiries or complaints;
- managing hardship, variations, refinances, discharges or post-settlement enquiries where relevant;
- meeting obligations under credit, privacy, anti-money laundering, counter-terrorism financing, taxation and other applicable laws;
- conducting file reviews, audits, training, compliance monitoring, internal reporting and business improvement.

6. Credit reporting and credit checks

For some services we may need to obtain, use or disclose credit information. This may involve seeking a credit report or exchanging credit-related information with a lender, credit provider, mortgage insurer or credit reporting body. We will only do this where the law permits it and, where required, after obtaining your consent or authority.

Credit reporting bodies may include information provided by credit providers in reports they give to other credit providers. A credit report can affect your ability to obtain credit, particularly if it records missed payments, defaults, serious credit infringements or insolvency matters. You may also ask a credit reporting body not to use or disclose your credit reporting information for a limited period if you believe you are, or may become, a victim of fraud or identity theft.

Credit reporting bodies

Credit reporting body	Website	Phone
Equifax	www.equifax.com.au	13 83 32
illion	www.illion.com.au	13 23 33
Experian	www.experian.com.au	1300 783 684

7. When information may be shared

We may disclose information where it is required for the service you have requested, where you have authorised us to do so, or where we are required or permitted by law. Recipients may include:

- lenders, credit providers, mortgage managers, loan servicers, aggregators and credit licensee support providers;
- credit reporting bodies, mortgage insurers, title insurers, valuation firms and property data providers;
- identity verification, open banking, bank statement, document collection and electronic signing providers;
- accountants, solicitors, conveyancers, settlement agents, financial advisers, referrers and other representatives;
- co-applicants, joint borrowers, guarantors or proposed guarantors, but only where appropriate for the relevant transaction;
- our contractors, consultants, auditors, professional advisers, IT providers, cloud storage providers and administration support providers;
- debt recovery, fraud prevention, risk management and dispute resolution providers;



- courts, tribunals, regulators, law enforcement bodies and government agencies such as ASIC, the ATO, AUSTRAC or AFCA, where required or authorised.

A lender or product provider may have its own privacy policy and credit reporting policy. Those policies will apply to the information that the lender or product provider collects and handles in connection with your application or loan.

8. Overseas storage and service providers

We may use secure electronic systems, cloud platforms and service providers to store, process or transmit information. Some systems or support providers may be located outside Australia or may have infrastructure that can be accessed from overseas. Where information is disclosed to an overseas recipient, we will take reasonable steps to ensure that the recipient handles the information in a manner consistent with Australian privacy requirements, unless an exception under law applies.

9. Marketing communications

We may use your contact details to send information about lending options, finance updates, client service messages or related services that may be relevant to you. You can opt out of marketing communications at any time by using the unsubscribe option in the message or by contacting us at info@fast-approval.com.au. Service, compliance and transaction-related messages may still be sent where necessary.

10. Website, email and electronic communications

When you visit our website or communicate with us electronically, technical information such as IP address, browser type, device information, page activity and cookie data may be collected. This information helps us operate our website, improve user experience, monitor security and understand general usage patterns. You may adjust browser settings to restrict cookies, although some website functions may not operate in the same way.

Email is convenient but may not always be secure. If you send information by email, you acknowledge that transmission may involve risks outside our control. We may use secure portals or document collection tools where appropriate.

11. Security and retention

We hold information in paper-based and electronic formats. Reasonable safeguards are used to protect information against misuse, interference, loss, unauthorised access, modification or disclosure. These safeguards may include access controls, passwords, staff training, file reviews, secure storage, IT security measures and procedures for handling suspected data incidents.

We retain information for as long as it is needed for the purpose for which it was collected, to meet legal, regulatory, audit, dispute resolution and professional obligations, or as otherwise permitted by law. When information is no longer required, we will take reasonable steps to destroy, securely delete or de-identify it.

If we identify a data incident that is likely to result in serious harm, we will assess the incident and take appropriate steps, which may include notifying affected individuals and the Office of the Australian Information Commissioner where required.

12. Access and correction

You may request access to personal information we hold about you. You may also ask us to correct information if you believe it is inaccurate, incomplete, out of date, irrelevant or misleading. Requests should be made in writing to the Privacy Officer. We may need to verify your identity before providing access or making a correction.

In some circumstances, access may be refused or limited, for example where providing access would unreasonably affect another person's privacy, reveal commercially sensitive decision-making material, prejudice legal proceedings, or where the law allows or requires refusal. If we refuse a request, we will explain the reason where it is reasonable and lawful to do so.

13. Complaints and privacy enquiries

If you have a privacy question, concern or complaint, please contact us first so that we can review the matter. We will acknowledge the complaint and aim to resolve it within a reasonable timeframe. Complex matters may require additional time, particularly where we need to obtain information from third parties or conduct a detailed review.

Privacy Officer
FAST APPROVAL PTY LTD
Suite 602, 8 Help Street, Chatswood NSW 2067
Email: info@fast-approval.com.au

If you are not satisfied with our response, you may be able to refer the matter to the Office of the Australian Information Commissioner or another relevant external dispute resolution body, depending on the nature of the issue.



14. Your choices

For general enquiries, you may choose not to identify yourself or you may use a pseudonym where this is lawful and practicable. For credit assistance, loan applications, identity checks, fraud prevention and compliance purposes, we will usually need your true identity and supporting information before we can provide the requested service.

You may withdraw a consent or authority you have given us, subject to legal, contractual and practical limitations. Withdrawal may affect our ability to continue assisting with your finance matter. You may also tell us that you do not wish to receive marketing communications from us.

15. If information is not provided

You are not required to provide information to us. However, without the information reasonably needed for a finance assessment or application, we may be unable to provide credit assistance, compare suitable products, verify identity, submit an application, obtain lender approval, manage your file, or comply with our legal and regulatory obligations.

16. Policy updates and related documents

We may update this policy to reflect changes to our business, systems, service providers, legal obligations or privacy practices. The current version will be made available on request or through our usual client communication channels. The version date shown at the front of this document indicates when this policy was last issued or updated.

This policy should be read together with any privacy consent, credit guide, lender privacy notice, credit reporting policy, application form, disclosure document or client authority provided to you during a finance transaction. If another organisation collects information from you directly, that organisation's privacy policy will apply to its handling of that information.

Document note: This policy is intended to be read together with any privacy consent, credit guide, lender privacy notice or application form provided to you during a finance transaction.