

Credit Reporting Policy



1. Introduction

This Credit Reporting Policy outlines how Longwaves Pty Ltd trading as A Wood Shed (ABN 19 144 584 430) ("we", "us", or "our"), and its related bodies corporate (as defined in the *Corporations Act 2001* (Cth) "the *Corporations Act*"), manage credit information and credit eligibility information.

We are committed to protecting your privacy and comply with Part IIIA of the *Privacy Act 1988* (Cth) ("the *Privacy Act*") and the Privacy (Credit Reporting) Code 2014 ("the CR Code"), which govern credit reporting in Australia.

2. Scope

This policy applies to any individual or organisation that:

- Applies for commercial credit with us.
- Provides a guarantee for commercial credit provided by us.
- Is otherwise involved with the provision of commercial credit or a credit guarantee we provide.

This policy should be read in conjunction with our broader Privacy Policy, which provides more comprehensive information about how we manage personal information generally. If you are unsure whether this Credit Reporting Policy applies to you, please contact our Privacy Officer using the details provided in the "Contacting Us" section below.

3. Key Definitions

This policy applies to how we collect, use, disclose, and manage:

- Credit information: As defined in the *Privacy Act*, this is information about your credit history with us.
- Credit eligibility information: As defined in the *Privacy Act*, this is credit information we receive from Credit Reporting Bodies (CRBs), and other credit providers. This includes:
 - Credit reporting information: Information provided to us by CRBs.
 - Credit worthiness information: An assessment of your creditworthiness derived from credit reporting information.

4. Types of Credit-Related Information We Collect

We may collect and hold the following types of credit-related information, as permitted under the *Privacy Act*:

- Identification information: Name, address(es), date of birth, driver's licence number, telephone number(s), and current and previous employment details.
- Credit application information: Details of credit applications, including the type and amount of credit sought, and information about current and closed credit accounts.
- Repayment history information: Details of your payments, including whether payments are made on time.
- Default information: Information about overdue payments and defaults.
- Payment information: Information about previously unpaid debts that are no longer overdue.
- Insolvency information: Information related to personal insolvency or bankruptcy.
- Guarantee information: Information related to guarantees you have provided.
- Court information: Information about court judgments related to credit.
- Publicly available information: Information from public records related to credit.
- Permitted opinion information: A credit provider's opinion that you have committed a serious credit infringement.

5. Purposes for Collecting, Holding, Using, and Disclosing Credit Information and Credit Eligibility Information

We may collect, hold, use, and disclose your credit-related information for the following purposes:

- Assessing credit applications: Evaluating applications for commercial credit (from you, an associated entity, or as a guarantor).

- Verifying identity: Confirming your identity.
- Assessing creditworthiness: Evaluating your creditworthiness, including generating scores, ratings, summaries, and assessments.
- Managing credit: Managing any commercial credit we provide, including making specific offers.
- Participating in the credit reporting system: Providing information to, and exchanging information with, CRBs and other credit providers, as permitted by the *Privacy Act* and the CR Code.
- Assisting with debt management: Helping you avoid defaulting on your credit obligations.
- Contacting guarantors: Communicating with guarantors or potential guarantors.
- Debt recovery: Collecting overdue payments, initiating enforcement actions, and addressing serious credit infringements (including those involving guarantors).
- Information exchange: Sharing relevant information with other credit providers, as defined and permitted by the *Privacy Act*.
- Fraud prevention: Conducting fraud assessments.
- Relationship management: Managing our relationship with you, consistent with our internal procedures, the *Privacy Act*, and the CR Code.
- Insurance and risk assessment: Evaluating insurability or assessing the risk of default.
- Complaint handling: Addressing and resolving complaints.
- Legal and regulatory compliance: Meeting our legal and regulatory obligations.

Providing your credit-related personal information is necessary for us to assess your application for commercial credit. If you do not provide the requested information or consent to its handling as described in this policy, we may not be able to provide you with credit.

For information on how we manage personal information generally, please refer to our Privacy Policy. You can obtain a copy of our Privacy Policy by contacting our Privacy Officer.

6. How We Collect Credit-Related Personal Information

We may collect your credit-related information from various sources, including:

- Directly from you: From your credit application and related communications.
- Credit reporting bodies: We may obtain information from CRBs.
- Other credit providers: We may exchange information with other credit providers.
- Trade references: We may collect information from your nominated trade references.
- Guarantors: We may collect information from guarantors.
- Publicly available information: We may collect information from public records.
- Our agents and service providers: Where we use third-party service providers (e.g., for credit assessment or debt collection), they may also collect credit-related information on our behalf.

7. How We Hold and Secure Credit-Related Personal Information

We take reasonable steps to protect your credit-related information from misuse, interference, loss, unauthorised access, modification, or disclosure. We hold information in both physical (e.g., paper) and electronic forms. We use secure facilities and digital storage to protect your information. Our employees and authorised agents are bound by confidentiality obligations. We will take reasonable steps to destroy or de-identify information that is no longer needed for any purpose permitted by law.

8. Disclosure of Your Credit-Related Personal Information to Credit Reporting Bodies

We may disclose your credit-related information to CRBs, insurance companies, or for purposes permitted under the *Privacy Act* and the CR Code. The types of information we may disclose include:

- Identification information.
- Credit application information.
- The fact that you have applied for credit and the amount.
- The fact that you are a guarantor and the amount guaranteed.
- Default information.
- Payment information.
- Information that credit has been paid or discharged.
- Information that a guarantee has been fulfilled or discharged.

CRBs may include this information in reports they provide to other credit providers to assist in assessing your creditworthiness. Each CRB has its own policy for managing credit-related information.

CRBs may also use credit reporting information to facilitate direct marketing by credit providers ("pre-screening"), unless you request that they do not. You have the right to request that a CRB not use your information for this purpose, free of charge.

You also have the right to request a CRB not to use or disclose your credit-related personal information if you reasonably believe you have been, or are likely to become, a victim of fraud, including identity theft.

9. Credit Reporting Bodies We Use

We may exchange information with the following CRBs. You can contact them directly or visit their websites for details of their credit information management policies:

- Equifax Australia Information Services and Solutions Pty Ltd
 - GPO Box 964, North Sydney NSW 2059
 - Phone: 13 83 32
 - Website: <https://www.equifax.com.au/privacy>
- Illion
 - PO Box 7405 St Kilda Rd, Melbourne VIC 3004
 - Phone: 13 23 33
 - Website: www.illion.com.au/privacy-policy
- Experian
 - PO Box 7405 St Kilda Road, Melbourne VIC 3004
 - Phone: 1300 783 684
 - Website: <https://www.experian.com.au/>

10. Accessing Your Credit Information

You have the right to access the credit information we hold about you. To request access, please contact our Accounts Department using the details in the "Contacting Us" section below.

We are required by law to verify your identity before providing access to your credit information. If you are requesting access on behalf of someone else, we will require their written authorisation and will verify both your identity and their identity.

We will respond to your access request within 10 business days of receiving it, unless we notify you otherwise.

11. Correcting Your Credit Information

If you believe that any credit information, we hold about you is inaccurate, out-of-date, incomplete, irrelevant, or misleading, you can request that we correct it. Please contact our Accounts Department using the details below:

- Email: accounts@awoodshed.com.au
- Phone: (07) 3217 0997
- Mailing Address:

Accounts Department
Longwaves Pty Ltd
PO Box 1374
Oxley Qld 4075

We will respond and take all reasonable steps to correct the information within 30 days of receiving your request.

12. Complaints and Disputes

If you believe we have not handled your credit-related information correctly, you may make a complaint to us.

- How to complain: Please submit your complaint in writing to our Privacy Officer (see the “Contacting Us” section of this Policy). Your complaint should include details of the alleged breach.
- Our response: We will acknowledge receipt of your complaint in writing upon receipt and aim to resolve it within 30 days. If we expect to take longer, we will notify you and provide an updated timeframe. Once we have investigated your complaint, we will inform you of the outcome and the steps we will take to address your complaint.
- Further action: If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC). The OAIC is the independent national regulator for privacy and freedom of information.
 - OAIC Website: www.oaic.gov.au
 - OAIC Phone: 1300 363 992

13. Contacting Us

If you have any questions, concerns, or requests regarding this Credit Reporting Policy, or wish to make a complaint, please contact our Privacy Officer on the below details:

- Email: admin@awoodshed.com.au
- Phone: (07) 3217 0997
- Mailing Address:
 - Privacy Officer
 - Longwaves Pty Ltd
 - PO Box 1374
 - Oxley Qld 4075

14. Changes to This Credit Reporting Policy

We may update this Credit Reporting Policy from time to time to reflect changes in our practices or legal obligations. The most current version will always be posted on our website. We encourage you to review this policy periodically to stay informed.

This Credit Reporting Policy was last updated on 21 May 2025.