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# Customer Interviews Privacy Statement

'ME', 'we', 'us' or 'our' refers to Members Equity Bank Ltd and its subsidiary ME Portfolio Management Ltd.

## About ME

Every Australian deserves to get the most out of their money – and ME is here to help them do it.

This statement explains how we use any personal information we collect about you when you agree to be contacted for interviews, and any information recorded if you attend an interview with us. By registering your details here and participating in research, you consent to the collection, retention and use of your personal information in accordance with the terms of this statement.

## The information we collect

We collect information about you when you express interest in participating in research so that we can contact you directly, to arrange face-to-face interviews.

If you participate in an interview with ME, your feedback, reactions and activities while using the prototype may be recorded (audio and video).

## How we use and share your information

We collect information about you when you register your interest in participating in research interviews. Please note that ME uses a carefully selected third party supplier to manage the collection and storage of your registration. This data will be accessed, stored and processed in Australia and the USA.

If you attend an interview, we use a carefully selected third party supplier, LookBack, to record and store audio and video. Unless you agree otherwise, the recording will only be available to LookBack and ME for internal research and analytics purposes, and will not be transferred to anyone else without your full knowledge and consent. People from third party suppliers involved in a research project may sometimes view interviews via a stream when working with ME or LookBack. These recordings will be accessed, stored and processed in Australia and the EU.

Of course, we only share information with third parties when we're satisfied they have information security protection in place, whether that's in Australia or overseas.

## Opting out

If you are no longer interested in participating in research with ME, just let us know by emailing [apps@mebank.com.au](mailto:apps@mebank.com.au)

## Keeping your information safe

We know it's important that we handle your details carefully, responsibly and securely. We always take proper steps to protect it, as laid out in Australia's privacy legislation. And when we don't need your information any more, we'll destroy, delete or de-identify it.

ME's Privacy and Credit *Reporting* Policy (available at [mebank.com.au/privacy](https://mebank.com.au/privacy) or on request) contains information about how you:

- can request us to provide you access to any personal information we hold about you;
- can seek correction of personal information we hold about you;
- may complain about a breach of an Australian Privacy Principle and how we will deal with such a complaint.

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## **Changes to this statement**

This statement is effective as of 3 May 2019. As with all our policies, we'll review and update it, and any amendments will apply to all the information we hold at the time of the update

## **Getting in touch**

If you have privacy questions or concerns, or if you have a complaint, or you want a printed version of this statement, get in touch by emailing **[Privacy.Enquiries@mebank.com.au](mailto:Privacy.Enquiries@mebank.com.au)**