



# ANZ Privacy Collection Notice

## KYC SecureReply

## Privacy Collection Notice

This is the Privacy Collection Notice that applies to your use of KYC SecureReply, ANZ's secure digital service for collecting customer information as part of our Know Your Customer (KYC) process and supporting documents from business customers and related parties.

We use this service to:

- collect customer and related party information; and
- meet legal and regulatory requirements relating to customer due diligence, sometimes known as KYC.

This Privacy Collection Notice explains what information we collect, how we use and disclose it, and what you need to do when using this service.

Your personal information is being collected by us! We're Australia and New Zealand Banking Group Limited (ABN 11 005 357 522).

This notice should be read together with our Privacy Policy.

## What information we collect

We collect information needed to complete our KYC process.

The information we collect will depend on the context of the request, but may include:

- Personal information – name, date of birth, residential address, contact (email and phone), occupation, citizenship
- Business information – ownership, control, authorised roles and other information about your business or organisation (such as business name, addresses and relevant identifiers (e.g. ABN or ACN))
- Related party information – details about directors, shareholders, beneficial owners or authorised representatives
- Supporting documents – identification documents (such as driver licences, passports or other official records) or business records
- Access details – email, mobile number and authentication data used to access the service
- Device and technical information – information about your device and use of the service, including IP address, browser or device details and access times

In some circumstances, we may also collect sensitive information for identity verification and fraud prevention, where permitted by law.

## How we collect information

We collect information:

- directly from you when you enter or upload information or from other people who are given access to the form by you or someone acting on your behalf

If you provide personal information about another person (for example, a director, shareholder, beneficial owner), you must ensure you are authorised to do so and that they are aware of this notice



We may also collect information from third parties who assist us to conduct identity verification and compliance checks including government agencies, credit reporting bodies, document issuers and official record holders and other data sources used for identity verification.

We also collect some information automatically, such as technical and usage data.

## How we use the information

We use your information to:

- verify your identity and business structure
- assess and complete our KYC process
- follow up on incomplete or unclear information
- meet legal and regulatory obligations (including anti-money laundering laws)
- support fraud detection, risk management and complaint handling

We may also use your information for other purposes required or authorised by law.

## Data sharing and disclosure

We may share your information with:

- ANZ related entities
- service providers who support our systems and operations
- regulators, government bodies, and law enforcement where required
- authorised parties acting on your behalf (such as persons you have shared this form with, legal representatives or advisers, where relevant)

Some of these recipients may be located overseas or may store your information outside Australia. Further details are available in our Privacy Policy.

Within your KYC SecureReply profile:

- authorised users can see shared business-level information
- some personal information is hidden and not visible to all users
- access is controlled based on user role and purpose

## Customer responsibilities

You must:

- only share access with people who need to confirm or provide customer details as part of our KYC process
- ensure all information you submit is accurate and up to date



- If you enter information about someone else, make sure you are authorised to do so and provide that person with a copy of this notice
- use the service only for completing our KYC process

Failure to provide required information may delay or prevent ANZ from completing KYC or providing products and services.

## Access and correction

You can:

- request access to your personal information
- ask us to correct incorrect or outdated information

If you are unable to access or correct your information through KYC SecureReply, you can contact us using the details set out below. For further information, please refer to our Privacy Policy.

It's also important that your account and contact details are kept up to date. To update account or communication records, you can:

- log in to ANZ digital channels
- contact us

## Data security and storage

We protect your information using:

- secure access controls and authentication
- system design that limits who can see and edit information
- technical and organisational safeguards

## Our Privacy Policy

Our Privacy Policy is available at [www.anz.com.au/privacy/centre/policy](http://www.anz.com.au/privacy/centre/policy) and contains more information about our privacy practices. This notice should be read together with the ANZ Privacy Policy, which covers:

- broader information handling practices
- how we collect information from other sources
- your rights and how to exercise them
- how to make a complaint

## Getting in touch

The best way to reach us for queries about KYC SecureReply, our privacy practices or complaints is on 13 13 14.

Please note operating hours are 8am–10pm AEST/AEDT 7 days a week and calls may be recorded.



