



Commonwealth Bank of Australia Tokyo Branch Privacy Policy Statement

How we handle your personal information

Personal information is information about a living individual that contains such name, date of birth or other description as will enable the identification of the individual. The Tokyo Branch of Commonwealth Bank of Australia (Branch) will act to protect your personal information in compliance with the “Law concerning Protection of Personal Information (‘Personal Information Protection Law’)”, FSA Guideline concerning Personal Information Protection Financial Area and related ordinances as well as other standards.

We value your trust and aim to help you manage and build wealth over a long period. The protection of your personal information is a vital part of this relationship. It is supported by our long experience of keeping personal information confidential.

The information in this document details what we must do and what we must tell you to comply with the requirements of “Personal Information Protection Law”. We publicly announce this Policy Statement by placing copies of this document at the reception area of the Branch.

For information on the usage and registration of personal information with personal credit bureaus, please refer to the separate Personal Information Protection Policy and Consent document.

1. Collection of Personal Information

Why we collect personal information

The Branch is engaged in banking business (deposits, money transfer, exchange, lending, foreign exchange and auxiliary businesses). We collect personal information to execute and manage the transactions that you requested, and to perform the checks required by the Japanese law. More specifically, we collect information to the minimum extent necessary to accomplish the following purposes:

- to accept your request for a financial product or service such as account opening and overseas remittance;
- to check your identification pursuant to Japanese laws and regulations such as as the Law for Prevention of Transfer of Criminal Proceeds and Foreign Exchange and Foreign Trade Law;
- to confirm your competence as representative or agent upon entering into agreements including deposits, loans, foreign exchange and derivative transactions;
- to check various conditions required for a transaction;
- to administer our customer relationships;
- to provide information on the products and services offered by the Branch and other members of Commonwealth Bank Group;
- to take measures to detect and prevent frauds and credit loss; and
- to exercise our rights and obligations either through contractual binding agreements with you or under the provisions of the law.

Personal information is used within the scope of the purposes of acquisition listed above and shall only be used as far as necessary for carrying out the business and shall not be used for a purpose other than the intended purpose.

What personal information we collect

Personal information collected by the Branch generally comprises name, address, date of birth, and contact details (including phone, fax and e-mail). In some circumstances, we collect additional personal details such as nationality, account number in connection with a transaction being offered, purpose of remittance.

We are required by law to identify you in certain cases, including if you are initiating a transaction with the Branch, entering into a cash transaction over Yen 2million, or applying for a remittance more than Yen 100 thousand in cash. If you are an individual customer, we are required to check and record your full name, address, and date of birth on certain official documents (driver's license, passport etc.).

Where it is necessary to do so, we also collect information on individuals such as company directors, officers (where the company is our customer) as well as customers' agents and persons dealing with on a 'one-off' basis.

We do not collect sensitive information (your political or religious beliefs, ethnic background etc.). Any sensitive information stated on a copy of official identification document such as domicile of origin will be blacked out before filing.

How we collect your information?

We may collect your personal information by asking you to complete an application form, or to present an ID document as well as by contacting you via mail, phone and fax etc. These communication devices are appropriately secured and dealt with by authorized persons only.

When we collect personal information that is written on an application form etc., we will notify you of the purpose of acquisition in writing.

What if you provide incomplete or inaccurate information?

We may not be able to provide you with the products or services you are seeking.

2. Using and Providing Information

Limitation of Use Information by Intended Purpose

Your personal information collected by the Branch shall be used within the scope of the purpose of acquisition stated in 1 above and shall only be used as far as necessary for carrying out the business. We shall not use such information for a purpose other than the intended purpose.

Outsourcing contractors and auditors etc.

The Commonwealth Bank of Australia (including Tokyo Branch) outsource IT support. We sometimes seek advice from external specialists and auditors. In all circumstances where personal information may become known to contractors and agents, there are confidentiality agreements in place and the Branch has adopted what it believes are adequate security measures to protect against unauthorized disclosures.

The Commonwealth Bank of Australia takes its obligations to protect customer information very seriously and we make every effort to deal only with parties who share and demonstrate the same attitude.

Sending personal information overseas

We send personal information overseas to complete a particular transaction, such as an international money transfer. For example, to comply with "FATF Special Recommendations on Terrorist Financing" in executing the remittance you requested, we may include your information (name, address, and account number) in the payment instructions to the related financial institutions.

Third party disclosure

Except for the circumstances specified above, we do not disclose personal information we hold to a third party without obtaining your consent in advance. However, we may disclose your information if it is required by law or if it is necessary to protect the interests of yourself or general public.

3. Personal Information Quality

Our goal is to ensure that the personal information we hold is accurate, complete and up-to-date. Please advise to the inquiries desk below if any of the details you have provided change.

4. Personal Information Security

We are committed to ensure the security of your personal information. We take all reasonable precautions to protect the personal information we hold about you from loss, damages and leakage.

We have a range of security policies in place to provide a robust security environment. We ensure the ongoing adequacy of these measures by regularly reviewing them.

Our security measures include but are not limited to:

- restricting access to our computer systems and physical records to authorized persons and preventing users from accessing information they have no need to access;
- requiring employees to use unique passwords to gain access to systems. These passwords are changed regularly and their use is independently monitored;
- employing firewalls, intrusion detection systems and virus scanning tools to prevent unauthorized persons and viruses from entering our systems;
- using dedicated secure networks or encryption when we transmit electronic data for purposes of outsourcing;
- practising a clean desk policy in all of the Group's premises and providing secure storage for physical records; and
- detecting and preventing unauthorized access to buildings by employing physical and electronic means such as alarms, cameras, and guards as required.

Where information we hold is identified as no longer needed for any purpose, we ensure it is effectively and securely destroyed. For example, by shredding or pulping in the case of paper records or by degaussing and other means in the case of electronic records and equipment.

5. Telephone

We monitor and record telephone calls for deal confirmation and security purposes.

6. Direct Marketing

Your personal information collected by the Branch shall be used within the scope of the purpose of acquisition stated in 1 above and shall only be used as far as necessary for carrying out the business. We shall not use such information for a purpose other than the intended purpose.

Please note that if you provide your information to more than one member of the Commonwealth Bank Group, you will need to tell each member should you wish to 'opt out' of receiving information from them.

7. Access to Personal Information

You can request us to provide you with access to the personal information we hold about you. Unless there is any particular reason, we will respond to your access request as soon as possible after your personal identity has been checked. Additionally, we will correct any inaccurate information upon your request. Please apply at the inquiries desk detailed below. Kindly be advised that actual costs may be billed for disclosure.

Requests may be denied or limited

If particular circumstances apply, we have the right under the Personal Information Protection Law to deny your request for access, or to limit the access we provide. We will provide you with the reason why your request is denied or limited.

Jointly held information

Where we hold your personal information in conjunction with that of another individual or individuals (e.g. where you jointly conduct an account), we will allow each individual access to his or her own personal information as well as the joint information (e.g. account balances and transaction details) but not to the personal information of the other individual(s).

8. Changes to our Privacy Policy Statement

We may make changes to this Privacy Policy Statement from time to time for any reason. This document is dated 29 April 2008. For the latest version, please apply at the inquiries desk.

9. Inquiries Desk for the Privacy Policy Statement

If you have any questions or would like to obtain further information about our Privacy Policy Statement, please contact us by:

- E-mail: hideyuki.mitsunari@cba.com.au
- Telephone: 03-5400-7857
- Mailing to the address below:
Commonwealth Bank of Australia, Tokyo Branch
8th Floor, Toranomom Waiko Building
12-1, Toranomom 5-chome, Minato-ku, Tokyo 105-0001 Japan

Making a privacy complaint

We recognize that even with the best practice organizations things can go wrong. Should you have a privacy complaint, please notify us because it gives us the opportunity to fix the issue. We will take all the necessary steps to investigate the complaint, answer your questions and do all we can to regain your confidence.

10. All Banks Personal Data Protection Council

We are a member of All Banks Personal Data Protection Council certified under the Personal Information Protection Law. Complaints and consultation about the handling of personal information by its members can be referred to the council, at:

All Banks Personal Data Protection Council
Telephone: 03-5222-1700, or at a Bank Transaction Services and Support Desk
(*Ginko Torihiki Sodanjo*), location available at <http://www.abpdpc.gr.jp/>.

29 April 2008
Richard Harris
General Manager of the Tokyo Branch
Commonwealth Bank of Australia