

# CreditWorks Data Solutions Limited

## Terms and Conditions for Credit Reference Industry Solution – Contributing Users

### 1 DEFINITIONS

In this Agreement unless the context indicates otherwise:

**“Agreement”** includes the Pricing Schedule;

**“Business Day”** means any day of the week except Saturday, Sunday or a national statutory holiday recognised in New Zealand;

**“Commencement Date”** means the date of this Agreement, as specified on the cover page;

**“Confidential Information”** means any information (in any form, whether written, electronic or otherwise):

- relating to the terms or existence of this Agreement; or
- relating directly or indirectly to research or development by, accounting for or the marketing of the business of, either party or that party's Users or customers; or
- disclosed by either party to the other party on the express basis that such information is confidential; or
- which might reasonably be expected by either part to be confidential in nature, provided that where information relates exclusively to one party, nothing in this Agreement will require that party to maintain confidentiality in respect of that information;

**“Contributing User”** means a person authorised by CreditWorks from time to time to use CRISworks and who also provides to CreditWorks data in respect of that person's customers, to be used as CRISworks Data;

**“CRISworks”** means the Credit Reference Industry Solution, a positive database system developed by CreditWorks to provide an online credit reference system for assessment of financial and credit exposure in respect of persons recorded on the database;

**“CRISworks Data”** means the data residing in CRISworks from time to time, including the Customer Data and other data provided to CreditWorks for use by CreditWorks or Contributing Users and Non-Contributing Users;

**“Customer”** means a person who is a customer of the User;

**“Customer Data”** means the data to be provided by the User in respect of each Customer pursuant to clause 9;

**“Default Rate”** means 1.5% per month;

**“Developments”** has the meaning given to that term in clause 12.3;

**“GST”** means goods and services tax payable under the Goods and Services Tax Act 1985;

**“Intellectual Property”** means trade marks (including logos and trade dress), domain names, copyright, patents, registered designs, circuit layouts, rights in computer software, databases and lists, rights in inventions, confidential information, know-how and trade secrets, operating manuals, quality manuals and all other intellectual property, in each case whether registered or unregistered (including applications for the grants of any of the foregoing) and all rights or forms of protection having equivalent or similar effect to any of the foregoing which may subsist anywhere in the world, and all rights of action, powers and benefits of the same;

**“New Services”** has the meaning given to that term in clause 6.1;

**“Non-Contributing Users”** means any person authorised by CreditWorks to use CRISworks who is not a Contributing User, and who has agreed to the terms and conditions governing the access to, and use of, CRIS works as adopted by CreditWorks from time to time;

**“Privacy Law”** means legislation, statutory instruments and any other enforceable codes or guidelines regulating the collection, use and/or disclosure of personal information that applies to any of the parties or to this Agreement, including without limitation the Privacy Act 2020;

**“Services”** means the services to be provided by CreditWorks to the User as set out in clause 4;

**“Term”** means the term of this Agreement, commencing on the Commencement Date and ending on termination on notice being given under clause 3 or clause 18;

and

**“Website”** means the CreditWorks website through which the User can access CRISworks.

### 2 INTERPRETATION

In this Agreement where the context permits:

- Singular and Plural:** words importing the singular shall include the plural and vice versa;
- Parties:** references to any “party” are references to a party to this Agreement (including the successors and permitted assignees of that party);
- Persons:** references to “persons” shall include references to individuals, companies, corporations, partnerships, firms, joint ventures, associations, trusts, organizations, governmental or other regulatory bodies or authorities or other entities, in each case whether or not having separate legal personality; and
- Legislation:** references to a statute, regulation, code or other law or a provision of any of them includes any amendment or replacement of it, and another regulation or other statutory instrument made under it, or made under it as amended or replaced.

### 3 TERM

This Agreement will start on the Commencement Date. Either party may terminate this Agreement by giving the other party 1 month's prior written notice.

### 4 SERVICES

CreditWorks grants the User a non-exclusive, non-transferable licence to use the CRISworks Data during the Term only for the purposes of assessing the creditworthiness of existing and potential Customers of the User and deciding whether and if so on what terms to offer credit to any such Customers (“Services”). The User will not use the Services, CRISworks and the CRISworks Data for the purpose of marketing or attempting to market the User's goods or services to any party whose credit record is displayed within CRISworks, nor will it identify or attempt to identify to whom the debts recorded in CRISworks are owed. The User agrees that, for the purpose of preventing the unauthorised use or disclosure of the CRISworks Data, it will not use, nor permit the use of, the Services, CRISworks or CRISworks Data for any other purpose nor allow any other person to do so without the prior written consent of CreditWorks. The User will continue to observe the obligations set out in this clause in respect of the data supplied by any Contributing User who has since terminated its agreement with CreditWorks and has ceased to use the Services.

### 5 TERMS OF ACCESS

- Consent:** The User is responsible for obtaining all relevant consents and authorisations from the relevant Customers or potential Customers to: the disclosure of their Customer Data to CreditWorks; authorise any enquiry regarding the Customer through use of the

Services, CRISworks and CRISworks Data; and the User's use of all information obtained from the enquiry.

- Authorised Users:** The User will ensure that only persons authorised by the User have access to the Services. The User will ensure that its employees, contractors and agents comply with all security procedures notified to it by CreditWorks from time to time.

- Terms of Use:** The User acknowledges and agrees that access to the Services will be through the Website and will be subject to the terms of use for the Website as provided on the Website from time to time. In the event that there is any conflict between such terms of use and this Agreement, the terms of this Agreement will prevail.

- No Preferential Access:** CreditWorks will not provide preferential access to CRISworks or CRISworks Data to any User. This limitation applies to both the Services and any New Services.

- Qualifications:** Notwithstanding the provisions of clause 5.4, CreditWorks:

**5.5.1** may provide services to any one or more Users, which is less extensive the Services; **5.5.2** may limit or withhold the provision of Services to the User, and/or any other user, to the extent provided for in this Agreement or the equivalent agreement with the relevant User; and

**5.5.3** shall be under not constraint as to the pricing of the Services and nothing in this Agreement shall be construed as requiring or enabling CreditWorks and/or any of the Users to fix, control or maintain the price for any goods or services which CreditWorks provides, or any discount, allowance, rebate, or credit in relation to such goods or services.

### 6 NEW SERVICES

- Availability of New Services:** CreditWorks may from time to time develop new services in connection with CRISworks and may agree to provide some or all of those additional services to the User (“New Services”).

- Provision of New Services:** The terms (including, without limit, description, charges and payment) for the provision of New Services will be subject to written agreement between the parties. The terms of this Agreement will apply to any agreed New Service except to the extent that they are inconsistent with the specific agreed terms for the New Service.

### 7 CONSUMER CREDIT REPORTING SERVICES

- Use:** This clause only applies when you use our consumer credit reporting services (which may be provided through a third party). Our consumer credit reporting services are services where we give you credit information about individuals. These services are regulated by a Code under the Privacy Act 2020 called the Credit Reporting Privacy Code 2020 (the Code). The Code imposes particular obligations on us as credit reporters when we provide consumer credit reporting services. Please see obligations under the Code – as set out in the Schedule to this Agreement (which apply to both you and us).

### 8 LICENCE OF CUSTOMER DATA

- Licence:** The User grants to CreditWorks a royalty-free, perpetual licence to use the Customer Data for the purposes of CRISworks and providing the Services to the User, and the same or similar services to other Contributing Users and Non-Contributing Users. This licence shall be exclusive during the Term. On the expiry of the Term, CreditWorks will promptly certify that CreditWorks has deleted all Customer Data provided by the User, from CRISworks and any other database under CreditWorks' control.

- Use:** Without limiting clause 8.1, CreditWorks may:

**8.2.1** use the Customer Data for the purposes of providing the User with the Services and for providing the same or similar services, and licensing CRISworks Data, to Contributing Users and Non-Contributing Users;

**8.2.2** combine the Customer Data with other data which CreditWorks owns or which CreditWorks obtains from third parties, including without limitation, data obtained from other Contributing Users;

**8.2.3** use the Customer Data for all reasonable or incidental purposes in connection with performing this Agreement or the equivalent agreements it has with Contributing Users (including without limit, copying the Customer Data for safekeeping (archival), back-up, manipulation, re-formatting, development environment and disaster recovery purposes); and

**8.2.4** permit its agents, consultants or contractors to use the Customer Data for the purposes provided for in this Agreement.

- Other Users:** The User expressly acknowledges that CreditWorks' right to use the Customer Data extends to use by Contributing Users and Non-Contributing Users, as provided in this Agreement.

- No Other Use:** CreditWorks may not use the Customer Data for any purpose other than the purposes agreed in this clause 8, without the prior written consent of the User.

### 9 SUPPLY OF CUSTOMER DATA

- User to Supply Data:** The User will supply all Customer Data to CreditWorks in accordance with the requirements reasonably specified by CreditWorks from time to time or otherwise agreed in writing.

- Changes to Content, Format etc:** Without limiting clause 9.1, the User acknowledges that the format, nature, categories and content of Customer Data may change from time to time. The User agrees to comply, at its own cost, with any reasonable requests by CreditWorks for the User to supply Customer Data in a different format, nature, category or content.

- Integrity:** The User will take all reasonable precautions to ensure the Customer Data is accurate and is promptly updated. The User will immediately notify CreditWorks if it becomes aware of any inaccuracy in the Customer Data and provide CreditWorks with the updated and corrected Customer Data.

- 9.4 Privacy:** the parties agree to comply with the Privacy Law and to facilitate the compliance by each party with the Privacy Law. In particular, CreditWorks will:
- 9.4.1** promptly inform the User in writing of any actual or suspected data breach or complaint that they receive concerning the collection, use, disclosure, storage, transfer or handling of any personal information arising from this Agreement; and
- 9.4.2** comply with any reasonable direction given by the User in relation to any actual or suspected data breach or complaint received by either party concerning the collection, use, disclosure, storage, transfer or handling of any personal information arising from this Agreement
- 10 RISK OF USE OF CRISWORKS**
- The User acknowledges that CRISworks Data is comprised of the Customer Data and other data provided by Contributing Users and other third parties. Accordingly, the User agrees that: it uses CRISworks Data at its own risk; undertakes that it will not bring any claim against any Contributing User in relation to any information supplied by the Contributing User for the purposes of CRISworks Data; and, in the absence of negligence or breach of this Agreement on the part of CreditWorks, it will not bring any claim against CreditWorks in relation to CRISworks Data.
- 11 CHARGES**
- 11.1 Charges:** The charges for the Services as at the Commencement Date are as specified in the Pricing Schedule – which is attached to this Agreement.
- 11.2 Invoicing:** Unless otherwise agreed between the User and CreditWorks, CreditWorks will invoice the User for the Services monthly in arrears.
- 11.3 Payment Within 10 Business Days:** The User will make payments to CreditWorks for the Services within 10 Business Days of the User receiving a valid tax invoice from CreditWorks without setoff or counterclaim.
- 11.4 GST:** If GST is not paid as required, all penalties, interest or costs incurred in connection with the consequential late payment of GST will also be payable by the User.
- 11.5 Late Payment:** All amounts (other than amounts which are the subject of a bona fide dispute which is determined in favour of the User) which are not paid when due will attract default interest (calculated daily at the Default Rate and compounding) from the date on which payment of that amount falls overdue until the date on which payment of the overdue amount and default interest is made in full.
- 11.4 Review of Charges:** CreditWorks will undertake an annual review of the charges for the Services and shall consult with the User as part of this review process. CreditWorks may elect, but shall be under no obligation, to decrease or increase the charges for the Services.
- 12 INTELLECTUAL PROPERTY**
- 12.1 CRISworks:** Subject to clause 12.2, all Intellectual Property rights in the Services, CRISworks and CRISworks Data shall vest absolutely in CreditWorks. The User shall have no copyright in, will not be entitled to apply for any patent and will not have any other right of intellectual property or otherwise in the Intellectual Property.
- 12.2 Customer Data:** All Intellectual Property rights in the Customer Data in the form provided by the User to CreditWorks shall remain in the ownership of the User and CreditWorks will not claim any such rights against the User. At the end of the Term, CreditWorks will not continue to use the Customer Data in any form in CRISworks. For the avoidance of doubt, CreditWorks will not be required to extract the relevant Customer Data from any historical records or reports that may previously have been provided to another user.
- 12.3 New Intellectual Property:** Subject to clause 12.2, in the course of providing Services or making CRISworks or CRISworks Data available to the User or other Contributing Users, CreditWorks may use or develop products, materials or methodologies, including without limit compilations of data incorporating the Customer Data ("Developments"). All Intellectual Property rights in the Developments shall vest absolutely in CreditWorks. The User shall have no copyright in, will not be entitled to apply for any patent and will not have any other right of intellectual property or otherwise in the Developments.
- 13 WARRANTIES**
- 13.1 Mutual Warranties:** CreditWorks and the User each warrant that:
- 13.1.1** it has the knowledge, skills, resources and capacity to, and will, perform and discharge its obligations and liabilities under this Agreement promptly, efficiently, diligently, professionally and in accordance with relevant laws; and
- 13.1.2** each person employed or otherwise engaged by it to perform or discharge its obligations and liabilities under this Agreement will be suitably qualified and appropriately skilled to carry out those obligations and liabilities.
- 13.2 CreditWorks' Warranties:** In addition to the warranties recorded in clause 13.1, CreditWorks warrants that, subject to the User's compliance with its obligations to supply Customer Data and otherwise complying with its obligations under this Agreement, and the other Contributing Users supplying similar data in relation to their respective customers, CRISworks will operate in the manner provided for in clause 4.
- 13.3 User's Warranties:** In addition to the warranties recorded in clause 13.1, the User warrants that:
- 13.3.1** it is authorised by the relevant Customers to provide the Customer Data to CreditWorks for the purposes contemplated by this Agreement; and
- 13.3.2** the provision of the Customer Data to CreditWorks and CreditWorks' use of the Customer Data for the purposes contemplated by this Agreement will not be in breach of any applicable law, including but without limitation, the Privacy Act 2020.
- 14 EXCLUSIONS FROM LIABILITY**
- 14.1 Mutual Exclusions:** Notwithstanding any other provision in this Agreement, a party is not liable for any special, exemplary, punitive, incidental, indirect or other consequential damages of any kind, lost profits, lost revenue or lost savings, whether based in contract, tort (including negligence) or otherwise, which arise out of or are in any way connected with (i) this Agreement, (ii) any use of the Services or its content, (iii) any failure or delay (including the use of or inability to use any component of the Services), or (iv) the performance or non-performance by either party, even if such party had been advised of the possibility of such damages. The limitations contained in this clause 14.1 do not apply to the User's failure to pay amounts owed to CreditWorks under this Agreement.
- 14.2 Disclaimer:** The User acknowledges that CreditWorks is reliant upon the User and other Contributing Users to ensure the information they provide to CreditWorks for CRISworks is accurate and error free. CreditWorks cannot and does not warrant that the CRISworks Data is free of errors or defects or is complete, correct or current.
- 14.3 Limit of Liability:** Notwithstanding any other provision in this Agreement, if CreditWorks should be found liable for any loss or damage that arises out of or is in any way connected with this Agreement (including but not limited to any indemnification obligation), the total liability will not exceed, in the aggregate, the sum of the charges paid by the User to CreditWorks during the previous 6 months.
- 15 THIRD PARTY ACTIONS**
- 15.1 Indemnity:** Each party ("indemnifying party") agrees to indemnify the other party ("indemnified party") for all reasonably foreseeable losses and liabilities resulting from any claim, suit, action or proceeding (collectively called "Action") by any third party brought against the indemnified party to the extent that:
- 15.1.1** in the case of an Action brought against the User, the action is based on or connected to a claim that the provision of the Services by CreditWorks, or the licence of CRISworks data, or the User's use of the Services or CRISworks Data, in accordance with this Agreement infringes any third party's Intellectual Property rights; or
- 15.1.2** in the case of an Action brought against CreditWorks, the Action is based on or connected to a claim that the licence of the Customer Data by the User or the use by CreditWorks or a Contributing User of the Customer Data infringes any third party's Intellectual Property rights, or infringes any third party's rights to privacy.
- 15.2 Notice and Conduct of Action:** CreditWorks will not be liable under clause 15.1 unless (i) CreditWorks is given immediate and complete control of such Action, (ii) the User does not prejudice CreditWorks' defence of such Action, and (iii) the User gives CreditWorks all reasonable assistance with such Action. CreditWorks will have the right to replace or change all or any part of the Services in order to avoid any infringement.
- 16 CONFIDENTIAL INFORMATION**
- 16.1 Information to be Confidential:** Each party will keep all Confidential Information from or of the other party confidential and will only use Confidential Information for the purposes of this Agreement. Confidential Information may only be disclosed to third parties with the prior consent in writing of the party from which the information was received or to which the information relates ("Disclosing Party").
- 16.2 Information Which Is Not Confidential:** The provisions of clause 16.1 shall not apply to the extent a party can clearly show the information:
- 16.2.1** is part of or legitimately enters the public domain;
- 16.2.2** is already in the unrestricted possession of that party prior to disclosure and that party advises the Disclosing Party of this within a reasonable time prior to making any disclosure to a third party; or
- 16.2.3** legally must be disclosed, provided that prior to making the disclosure that party has:
- (a) given the Disclosing Party notice (if legally able to) of the request for disclosure; and
- (b) used all reasonable efforts to obtain, or assist the Disclosing Party to obtain, a confidentiality order or similar protection limiting the persons to whom disclosure of the Confidential Information is made.
- 17 ASSIGNMENT**
- The User will not assign any of its rights under this Agreement without CreditWorks's prior written consent. Any change in the beneficial ownership of the User which alters its effective control shall be deemed a proposed assignment of this Agreement under this clause.
- 18 TERMINATION**
- 18.1 Mutual right to terminate:** Either party may terminate this Agreement immediately upon written notice, if the other breaches any material obligation (including any failure by the User to pay amounts owed to CreditWorks) under this Agreement and such breach has not been remedied within 20 Business Days after the first party has given the other written notice requesting it to remedy the breach.
- 18.2 Termination event:** Either party may terminate this Agreement if insolvency proceedings are commenced with respect to the other party, or in the event that the other party ceases to do business as a going concern, admits in writing its inability to pay debts as they become due, or the appointment of a trustee, receiver, liquidator or other external administrator with respect to the other party or any substantial part of its assets or properties.
- 19 CONSEQUENCES OF TERMINATION**
- 19.1 Existing Rights and Obligations:** Termination in any manner shall not prejudice any rights or obligations which may have properly accrued under this Agreement to either party prior to termination.
- 19.2 Return of other's property:** Subject to clause 8.1 on termination of this Agreement for any reason, each party shall immediately return to the other party all property which belongs to that party and all material containing that party's Confidential Information in its possession, power or control. For the avoidance of doubt the User acknowledges that CreditWorks will not be required to return to the User any Customer Data supplied by the User and incorporated in the CRISworks Data. Upon termination, all Services provided to the User will terminate. Prior to termination, CreditWorks may suspend the Services pending resolution of a default by the User.
- 19.3 Survival of obligations:** Termination of this Agreement for any reason shall not extinguish or otherwise affect the obligations under this Agreement which by their nature are intended to survive termination, including without limitation clauses 11 and 12 to 16 (inclusive).
- 20 SUSPENSION FROM USE**
- 20.1 Suspension:** If CreditWorks reasonably believes that:
- 20.1.1** the performance of this Agreement by CreditWorks, the provision of the Services or licence of CRISworks Data may be connected with any breach of law (including without limit, statute or common law); or

**20.1.2** the User is in breach of any provisions of this Agreement whether by its own acts or omissions or by those of its contractors or agents; or

**20.1.3** the User has failed to pay any amount due on the due date for payment, then CreditWorks may suspend all or part of its performance under this Agreement and/or the User's rights to use the Services and CRISworks Data until such time as CreditWorks is satisfied that the factor(s) giving rise to the suspension is resolved.

**20.2 No Rebate:** The User shall not be entitled to any rebate, credit, reduction in charges or other compensation in respect of any period of suspension.

## **21 INSURANCE**

CreditWorks will effect and maintain current throughout the Term a policy of public liability insurance with cover of at least \$5m in relation to any one claim and \$10m in aggregate. CreditWorks shall provide the User with a copy of the insurance policies required by this clause and annual certificates evidencing the renewal of such insurance cover during the Term.

## **22 NOTICES**

Notices given or required under this Agreement must be in writing and delivered by email, to the address indicated on the as specified on the cover page or such other address as one party may notify the others in writing, and will be received when the email has been sent.

## **23 GENERAL**

**23.1 Entire Arrangement:** This Agreement records the entire arrangement between the parties relating to all matters dealt with in this Agreement and shall supersede all previous arrangements, whether written, oral or both, relating to such matters.

**23.2 Force Majeure:** Except for payments due hereunder, either party will be relieved of its obligations under this Agreement to the extent that performance is delayed or prevented by any cause reasonably beyond its control, including, acts of God, failure of communications or electrical service or any delay or deficiency caused by the electrical or telephone line Users or other third parties.

**23.3 Waiver:** No waiver of any breach, or failure to enforce any provision, of this Agreement at any time by either party shall in any way limit or waive the right of such party to subsequently enforce and compel strict compliance with the provisions of this Agreement.

**23.4 Relationship Between the parties:** Nothing in this Agreement is intended to, or shall be deemed to, appoint one of the parties as an employee or agent of the other or to constitute a partnership, joint venture or fiduciary relationship between the parties.

**23.5 Invalidity:** If any provision of this Agreement is deemed to be illegal, invalid or unenforceable under any applicable law then such contravention or invalidity or unenforceability will not invalidate or render the entire agreement unenforceable. Such provision shall be deemed to be modified to the extent necessary to render it legal, valid or enforceable, but if no such modification will render it legal, valid or enforceable then this Agreement will be construed as if not containing the provisions deemed to be illegal, invalid or unenforceable and the rights and obligations of the parties will be construed and enforced accordingly.

**23.6 Amendments:** No amendment to this Agreement will be valid unless recorded in writing and signed by a duly authorised senior representative of each party.

**23.7 Governing Law and Jurisdiction:** This Agreement is governed by the laws of New Zealand and the parties submit to the non-exclusive jurisdiction of the New Zealand courts in respect of all matters relating to this Agreement.

## Obligations Under the Credit Reporting Privacy Code 2020

The below obligations apply to CreditWorks and you (as set out), in addition to CreditWorks Terms and Conditions for Credit Reference Industry Solution – Contributing Users. Definitions used are the same as above.

### 1. Information Services

- 1.1. We exclude all liability we may have to you whatever you are claiming for (including loss of profits or business) and however liability arises or might arise if it were not for this clause.
- 1.2. We may change this Agreement by amending or deleting terms or by adding new terms. Changes may take the form of a new agreement. We will always give you at least one month's notification in writing (which includes by email or via our website) before we do this.
- 1.3. In return for using our information services, you agree:
  - 1.3.1. to give us all the information we require about overdue credit-related amounts owed to you of \$125 or more ("default information") by debtors or by guarantors. Before you give us default information you must have:
    - 1.3.1.1. notified the debtor/guarantor about the amount owing and requested payment;
    - 1.3.1.2. taken steps to recover the amount and it must have been overdue for more than 30 days (for debtor defaults); or at least 30 days must have passed since the guarantor was notified of his or her obligation to pay. You must not be prevented by or under any law from recovering the amount; Note: The default information we currently require is in our "Policies for Use Guide" document;
    - 1.3.1.3. taken reasonable steps to tell the debtor the default information is to be given to us and that we will supply it to other customers when they use our information services; and
    - 1.3.1.4. if the default information is about an individual, make sure that the individual has authorised you to give us the default information and for us to supply it as part of our information services. This obligation does not apply if you are a debt collector;
  - 1.3.2. to update the default information you have given to us so that the default information we hold remains accurate, up to date and complete; and
  - 1.3.3. if we ask, to provide us with the information we need and promptly co-operate with us so we can substantiate the default information you have given us.
- 1.4. You must use the reports and information we supply you only for your internal business use. You may disclose information we supply you in accordance with your statutory obligations, including to the individual the information is about. You must not:
  - 1.4.1. give our reports or information to anyone else; or
  - 1.4.2. reproduce or copy the reports or information we supply you, except to the extent this is an integral part of our information service. If you use our information service electronically, you may retain a printout of any report we supply you. We have copyright in the compilation of the information we use to supply information services to you, and in the reports we supply to you when you use our information services. You cannot resell, re-package or otherwise re-use our information other than as permitted under this Agreement.
- 1.5. We do not usually remove any information from our systems unless we think it is not accurate, up to date or complete. It is our decision whether we remove the information.
- 1.6. You understand that we do not independently check all information supplied to us, or the compilation of information by our systems and that information may become out-of-date. We do not guarantee the accuracy of information we supply you as part of our information services.
- 1.7. If we have given you a timetable or time estimate for providing any of our information services, we will use reasonable endeavours to meet that timetable or time estimate. We will let you know if we rely on you to do anything in order for us to meet the timetable or time estimate and you agree to co-operate with us.
- 1.8. If you access the Personal Property Securities Register (the Register) you must only search the Register in compliance with section 173 of the Personal Property Securities Act 1999.

### 2. Consumer Credit Reporting Services

**Note:** This section 2 applies when you use our consumer credit reporting services where we give you credit information about individuals. If you do not use our consumer credit reporting services, this section 2 does not apply to you. These services are regulated by the Code. The Code imposes particular obligations on us as credit reporters when we provide consumer credit reporting services.

- 2.1. Before you use any consumer credit reporting service, you must inform the individual you are enquiring of the purposes for which we collect, use and disclose information. The individual you are enquiring about must:
  - 2.1.1. authorise you to make an enquiry about them. This obligation does not apply if an exception under the Code applies to you; and
  - 2.1.2. authorise us to list the information you give us about them on our system, use it for our credit reporting services, and supply it to our customers when they use our services. This obligation does not apply if an exception under the Code applies to you. We have example authorisation clauses which we can provide to you to help you make sure you get authorisation from individuals. Information about the exceptions under the Code is in our frequently asked questions (FAQs) on our website.
- 2.2. Every time you use our consumer credit reporting service you must tell us the purpose for which you will use the information we give you. We are required to only let you use the service if we believe, on reasonable grounds, we are allowed to under the Code. Note: A summary of the purposes we are allowed to provide our credit reporting services for is in our FAQs on our website.
- 2.3. In order to help us ensure our consumer credit reporting services are used in compliance with the Code, you must:
  - 2.3.1. have written policies and procedures for your employees, agents and contractors to follow when they use our consumer credit reporting services so that all those people comply with your obligations for use of those services;
  - 2.3.2. have controls over who uses those services. Your controls must include:
    - 2.3.2.1. use of any passwords and log on details you use to access our services; and
    - 2.3.2.2. being able to identify which of your users has used our consumer credit reporting service every time someone uses them;
  - 2.3.3. provide information and training on the policies, procedures and controls so that your employees, agents and subcontractors follow those policies, procedures and controls for use of our services;
  - 2.3.4. monitor your use of our consumer credit reporting services and regularly check compliance with your internal policies, procedures and controls;
  - 2.3.5. take appropriate action if you identify any breaches of those policies, procedures and controls;
  - 2.3.6. take all other appropriate measures to safeguard information we give you against improper access; and
  - 2.3.7. if you are providing the individual with a quotation of the cost of credit (as opposed to making a credit decision affecting the individual), disclose this to us.
- 2.4. The Code requires us to monitor and systematically review your use of our consumer credit reporting services and your compliance with this Agreement. You must co-operate with our reasonable requirements to monitor and review your use of those services and your compliance with this Agreement, including reviewing the effect of the policies, procedures and controls you have in place. You must supply, upon request, evidence to confirm compliance with the requirements of Code or evidence to substantiate any credit account information, credit default information, serious credit infringement information or credit non-compliance action information (as these terms are defined in the Code) disclosed to us by you. For example, if we ask you to, you must give us:
  - 2.4.1. copies of your policies and procedures for use of our consumer credit reporting services; and
  - 2.4.2. evidence to confirm you have:
    - 2.4.2.1. an authorisation from an individual, or that you do not need one;
    - 2.4.2.2. undertaken an enquiry only for the purpose you told us you were using our consumer credit reporting service for; and
    - 2.4.2.3. information identifying which of your users has used our consumer credit reporting service.

We will only use any information you give us under this clause for the purposes of the monitoring and reviews we are obliged to do under the Code; and we will keep that information confidential, except where we are obliged by law

- 2.5. The Code requires us to maintain an access log. This access log will record each time you use our consumer credit reporting service. We are required to give an individual a copy of their access log if they ask us to.
- 2.6. The Code requires us to suppress certain information if the individual the information relates to believes he or she may be likely to become a victim of fraud. You acknowledge some information may be suppressed for this reason and you must co-operate to assist us if we need you to in verifying whether credit accounts are genuine and unaffected by third party fraud.
- 2.7. Where you collect and provide a driver licence number to us, you must:
  - 2.7.1. make it clear to the individual that providing this number is voluntary;
  - 2.7.2. collect and disclose the number to us; and
  - 2.7.3. where you collect it from the individual in person, take reasonable steps to ensure the individual is the person shown on the driver licence.
- 2.8. If we provide you our MOJ Overdue Fines Balance Search product, you must make sure that any individual you are enquiring about authorises you to make an enquiry about them. You must have a record and keep evidence of that consent, and provide it to us if we ask you to.
- 2.9. If you give us serious credit infringement information or credit non-compliance action information, you must:
  - 2.9.1. update that information so that it remains accurate, up to date and complete; and
  - 2.9.2. if it is credit non-compliance action information, after 3 months but before 6 months from when you first give it to us, confirm to us your view remains that the individual intends not to comply with his or her credit obligations and that in forming that view, you have acted as a reasonable person would.

### 3. Pre-screening and Tracing Service

- 3.1. If you seek to have us pre-screen a direct marketing list under Rule 10(1B) of the Code, you must be eligible under condition 1, and meet all applicable requirements under conditions 2 and 3 of Schedule 9 of the Code.
- 3.2. If you seek to have us use credit reporting information under Rule 10(1D) of the Code for tracing purposes to facilitate the return of money owed to individuals, you must meet all applicable requirements of Schedule 10 of the Code.

### 4. Quotation Enquiries Service

- 4.1. If you offer risk-based pricing for a credit product (including insurance in relation to a credit-related transaction) that involves obtaining access to credit information held by us to fix the price offered to an individual depending upon his or her creditworthiness, you must:
  - 4.1.1. provide the option for the individual to obtain a quotation for the cost of the credit; and
  - 4.1.2. ensure that you nominate quotation for the cost of credit as the enquiry purpose at the time of each access.
- 4.2. The purpose of providing quotation enquiries is to prevent consumers being penalised for shopping around for quotes. We may include quotation enquiries on a credit report so that you may use these for fraud detection only. Accordingly, you shall not use evidence of quotation enquiries on a credit report to influence the price you offer consumers for credit.
- 4.3. Where you obtain a quotation enquiry from us, this enquiry is not included in a consumer's future credit score. Therefore, to preserve the predictive value of credit enquiries you must either obtain from us a subsequent credit enquiry for that consumer, or otherwise advise us that the quotation enquiry resulted in credit being provided to the consumer, so that we may record this enquiry in the consumer's future credit score.

### 5. Comprehensive Credit Reporting Service

- 5.1. This section only applies to subscribers who use our Comprehensive Credit Reporting Service ("CCR service").

- 5.2. Under the Code, our CCR service is only available to certain types of organisations. When you agree to accept our CCR service, you must satisfy us you are one of the organisations we are permitted to make our CCR service available to.
- 5.3. When you apply to use our CCR service, you confirm to us that the information you have given us about your organisation's status and purpose for using the CCR service is accurate, and that you will only use that access for the purpose that we authorise you to use it for.
- 5.4. Each time you use our CCR service you are confirming to us by accessing the service that your business status and that your purpose for use has not changed.
- 5.5. Unless you notify us of an exemption which applies to you, you must provide us with all the fields of information each time you use our CCR service, and in the format we require.
- 5.6. If you request to change the format of your periodic or corrections CCR file, we will let you know whether the new format is acceptable to us, and how much time we require before you may submit in the new format.
- 5.7. Reciprocity rules ("**Principles of Reciprocity**") apply to your use of the CCR service. These may be found at our website <http://www.equifax.co.nz/business-enterprise/products/ccr>. Equifax will only share your data according to the Principles of Reciprocity, which may be updated by written agreement from time to time.
- 5.8. You must also comply with the Principles of Reciprocity, and our requirements, procedures, instructions and standards relevant to the CCR service, including any data standards. If we change any of these requirements, procedures, instructions or standards, or if we introduce new ones, we will let you know in reasonable time taking into account the nature of those changes.
- 5.9. We may withdraw or suspend your use of the CCR service without notice if, acting reasonably, we believe that you:
  - 5.9.1. no longer satisfy the criteria in the Code for organisations we are able to make the CCR services available to;
  - 5.9.2. are using it for purposes that are not permitted under the Code; or
  - 5.9.3. are not complying with the Principles of Reciprocity or any other procedures, standards or guidelines that apply to our CCR service.
- 5.10. Participant Data Group is defined in the Principles of Reciprocity and means "A group of Full CCR Data Contributors and/or Partial CCR Data Contributors established by Credit Reporters."
- 5.11. We will advise you of material changes to the Participant Data Group and the data provided by this group.
- 5.12. You will nominate an appropriate point of contact within your organisation for contact relating to the Participant Data Group and any other related matters.
- 5.13. Equifax will have an appropriate reporting schedule ensuring all CCR Data Contributors (full and partial) have full disclosure regarding data contributors, portfolios provided, and exemptions. This reporting schedule will be provided by Equifax at agreed intervals. The disclosure of this schedule will not be wider than the Participant Data Group.
- 5.14. If you do not comply with the Principles of Reciprocity or there is a dispute regarding adherence to the Principles of Reciprocity, the matter will be communicated to the Participant Data Group as soon as possible.
- 5.15. Once contributing data, as either a full or partial CCR Data Contributor, you must supply Equifax with an update on all supplied eligible credit accounts at least once per month.
- 5.16. You must supply us with and update the following information:
  - 5.16.1. Contact person; name, title and contact details;
  - 5.16.2. Full or partial CCR Data Contributor;
  - 5.16.3. If full data contributor, whether you are willing to share data with partial data contributors;
  - 5.16.4. Portfolios for which comprehensive reporting data is being supplied; and
  - 5.16.5. Any exemptions sought.
- 6. Identity Plus Service**
  - 6.1. This section only applies to subscribers who use our Identity Plus Service ("**ID Plus**").
  - 6.2. ID Plus is a custom-built verification service using Equifax's credit information, that allows authorised Equifax subscribers to perform identity verification of individuals, where the express consent of the individual being verified, has been obtained.
  - 6.3. ID Plus may be used in relation to customer due diligence and verification requirements generally, or specifically in relation to obligations under the Anti-Money Laundering and Countering Financing of Terrorism Act 2009. ID Plus will confirm whether or not we have a match with information you supply us. Accordingly, no personal information of an individual is disclosed when using ID Plus.
  - 6.4. As with our other credit reporting services we supply, each time you use ID Plus your access will be logged. When you apply to use ID Plus, you must give us your organisation's purpose for using ID Plus, and you must only use ID Plus for this purpose. Each time you use ID Plus you must obtain the express consent of the individual you are verifying.
  - 6.5. We may withdraw or suspend your use of ID Plus immediately and without notice, if acting reasonably, we believe that you are not complying with these terms or the Code