



Central Credit Register

Factsheet

How to request a credit report with the
consent of the borrower

www.centralcreditregister.ie



Banc Ceannais na hÉireann
Central Bank of Ireland

Eurosystem

Who is this document is for?

This document is intended for third parties requesting a credit report on a borrower's loan with the consent of the borrower. A third party could be:

1. A person acting in a non-professional or non-advisory capacity – for example, a friend, relative or spouse.
2. A person acting in a professional or advisory capacity – for example, a financial advisor.
3. A firm acting in a professional or advisory capacity – for example, accountants or solicitors.

The Central Credit Register

The Central Credit Register is a national database for collecting information on consumer and business loans.

It is used to generate credit reports which borrowers and, in certain circumstances, lenders can access.

Borrowers can access their credit report to see what information lenders hold about their loans.

Lenders can access a potential borrower's credit report to help them when making decisions about loans and loan applications.

The Central Bank uses information in the Central Credit Register to gain better insights into national trends in the provision of credit.

By doing so, the Central Credit Register supports the Central Bank's obligation and function to protect consumers, supervise the financial sector and ensure financial stability.

Timeline

Since 30 June 2017, banks, credit unions and any lender that provides consumer loans of €500 or more must submit personal and credit information on those loans to the Central Credit Register.

Consumer loans include credit cards, mortgages, overdrafts and personal loans.

Since 31 March 2018, local authorities and moneylenders providing loans of €500 or more must submit personal and credit information on those loans to the Central Credit Register. Business loans are also included from this time.

Since 30 June 2019 lenders who provide hire purchase agreements, personal contract plans (PCP) or similar type loans of €500 or more must submit personal and credit information on those loans to the Central Credit Register.

Credit Reports

Information submitted by lenders is matched by the Central Credit Register and used to create a credit report. Lenders must request a copy of your credit report when you have applied for a loan of €2,000 or more. They may also, if they wish, request a copy of your credit if your loan application is for less than €2,000.

Lenders can also request a copy of your credit report if:

- You have requested a re-structure of an existing loan
- There are arrears on an existing loan
- There has been a breach of the limit on a credit card or overdraft.

The Central Credit Register does not:

- Decide if a loan is approved or not – the lender makes that decision
- Score or grade credit reports.

Who owns the information held on the Central Credit Register?

The Central Bank owns the information held on the Central Credit Register. The Central Bank is the data controller under the Data Protection Acts. More information on the collection and use of your personal data is available at the Data Protection section of the Central Credit Register website where you will also find a link to the Central Bank's data protection privacy notice.

As a third party, do I need the borrower's consent to get their credit report?

Yes. By law you need the consent of the borrower before you can request their credit report (Section 15(6) of the Credit Reporting Act 2013).

To ensure that all data protection rights are upheld, and to get access to a credit report, you, as the third-party applicant, must provide:

1. Identification documents for the borrower
2. Your own identification documents
3. An application form signed by the borrower – appendix 1 and
4. A letter of consent signed by the borrower – appendix 2.

What information do I need about the borrower?

As a third party requesting the credit report, you will need to provide **legible copies** of documents to prove three things:

1. The borrower's identity

One of the following documents is acceptable (no document to be more than six months past its expiry date):

- The identification page and signature page of the borrower's passport or
- The identification side (photograph and signature) of the borrower's EU driving licence card.

If you are providing a copy of the paper driving licence, please make sure you provide all three pages.

2. The borrower's address

One of the following documents is acceptable, no more than six months old:

- Utility or landline telephone bill
- Statement from a bank, building society or credit union

- A letter from the Department of Social Protection or the Revenue Commissioners addressed to the borrower
- A letter from any other statutory body or State agency addressed to the borrower
- A letter from an insurance company addressed to the borrower relating to an existing insurance policy.

3. The borrower's Personal Public Service Number (PPSN)

One of the following documents is acceptable. The PPSN must be displayed in full:

- A letter from the Department of Social Protection or the Revenue Commissioners addressed to the borrower showing their PPSN
- A P21, Tax Assessment or Notice of Tax Credits
- A receipt for a social welfare payment
- A medical card or drug payment scheme (DPS) card
- A payslip, P60 or P45.

We cannot accept a Public Service Card as proof of PPSN or identity.

Please note that we will keep the personal information provided to prove the identity of the borrower for five years. After that, it will be deleted or, if it is in hard copy, it will be securely destroyed.

What proof of third party identity is needed?

The third party will need to provide proof of their own identity. There are three types of third parties, and we explain each of the identify requirements for each third party type below.

Type 1: An individual acting in a non-professional or non-advisory capacity

If this is you, you must provide **legible copies** of the following documentation:

1. Identity of third party

One of the following documents is acceptable (no document to be more than six months past its expiry date):

- The identification page and signature page of your passport or
- The identification side of your EU driving licence card.

If you are providing a copy of the paper driving licence, please provide all three pages.

2. Address of third party

One of the following five documents is acceptable, but it must be no more than six months old:

- Utility or landline telephone bill;
- Statement from a bank, building society or credit union;
- A letter from the Department of Social Protection or the Revenue Commissioners addressed to you;
- A letter from any other statutory body or State agency addressed to you; or
- A letter from an insurance company addressed to you relating to an existing insurance policy.

Type 2: An individual acting in a professional or advisory capacity

If this description fits you, you must provide a **legible copy** of one of the identification documents listed in point 1 above, together with a copy of your headed paper, including the registered office address and confirmation of regulatory status, if any.

Type 3: A firm acting in a professional or advisory capacity

If you are a firm acting in a professional or advisory capacity, your firm must provide a page of your headed paper, including the registered office address of your company and confirmation of regulatory status, if any.

Whatever type of third party you are, please make sure that:

- You send copies and not original documents, if posting
- Copies of any uploaded or scanned documents are legible

Please note that we will keep the personal information you provide to prove your identity as a third party for five years. After that, it will be deleted or, if it is in hard copy, it will be securely destroyed.

Further information

Web: www.centralcreditregister.ie
Email: myrequest@centralcreditregister.ie
Lo-call: 1890 100 050
Landline: 01 224 5500

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Appendix 1

Central Credit Register Application Form

Please complete parts 1 and 2 of this form and read part 3 carefully. Remember to sign and date the application form. Please return your completed and signed form along with the identification documents to the Central Credit Register at the address shown on the application form.

Part 1: Borrower's details

Forename:

Middle name:

Surname:

Maiden name:

Date of birth:

Gender:

PPSN:

Tax Identification Number:

Main address:

Other address:

Part 2: Request type and chose method of response

Request type: Credit Report

Response will be sent by: Email **or** post (please circle as appropriate)

To this address:

Part 3: Data Protection Statement

This privacy policy provides information about the ways in which the Central Credit Register and the Central Bank of Ireland processes personal data supplied to it by lenders in connection with loan applications and loan agreements for €500 or more.

For the purposes of data protection legislation, the data controller for personal data provided to the Central Credit Register is the Central Bank of Ireland, New Wapping Street, North Wall Quay, Dublin 1.

All information contained on the Central Credit Register is stored within the European Union. If a borrower requests a credit report from outside the European Union, we will respond as instructed by the borrower.

The Central Credit Register has been established by the Central Bank, under the Credit Reporting Act 2013 (the Act). The Central Credit Register is a mandatory database of credit information. The Central Bank has contracted with CRIF Ireland Ltd, Adelphi Plaza, Georges Street Upper, Dun Laoghaire, Co Dublin (a wholly owned subsidiary of CRIF S.p.A) to operate the Central Credit Register. CRIF is the Central Bank's data processor.

Collection and use of personal data

Under the Act, lenders are obliged to submit credit information and personal information on individual borrowers () to the Central Credit Register. Personal information includes:

- (a) name
- (b) date of birth
- (c) gender
- (d) current and previous addresses
- (e) telephone number
- (f) personal public service number (PPSN)

This information is necessary to accurately identifying borrowers and match their loans, including loans that they may have with more than one lender. This information is stored securely on the Central Credit Register and will be released only when:

- a lender or the borrower to whom the information relates requests access; or
- if the borrower to whom the information relates, consents to the release of this information to another person; or
- as provided by the Credit Report Act 2013, the Data Protection Act 2018; or

- as required or permitted by law or any other applicable legislation.
- The Central Bank may also transfer information to state agencies and law enforcement bodies when it is considered necessary and proportionate to do so.

Personal data relating to a credit agreement will be held on the Central Credit Register for a period of five years. This five-year period generally runs from the date of final repayment of the loan in question. It is important for the Central Bank to retain information in order to provide an accurate credit profile of a borrower. This information will be contained in a credit report.

A credit report will also contain information on any credit applications submitted by a borrower, such as the type of loan applied for, and the amount requested. Information on credit applications is retained for a period for six months.

A credit report will also contain a footprint. This is a record of all the dates that a credit report has been requested, by whom and the type and purpose of the enquiry.

The Central Bank may also use any pseudonymised information held on the Central Credit Register in the performance of any of its functions. This means the Central Bank cannot identify a single individual from the data being used.

The information held on the Central Credit Register contributes to financial stability and consumer protection by providing the Central Bank with a better insight into financial markets activity and supporting the Central Banks role of supervising the financial sector. Any personal information to be transferred from the Central Credit Register to the Central Bank will be provided on a pseudonymised basis only.

Borrowers' rights

Under the Credit Reporting Act 2013, borrowers have the following rights in relation to information held on the Central Credit Register:

- a right to insert an explanatory statement on your credit report;
- a right to apply to have inaccurate, incomplete or not up-to-date information amended;
- a right to report suspected impersonation;
- a right to request a copy of your credit report.

To request a credit report on behalf of another person, you will need to furnish some identification documents.

Under data protection legislation, borrowers have the right to access personal data held in relation to them on the Central Credit Register and to apply to have inaccurate, incomplete or not up-to-date personal data rectified. Borrowers also have the right to request that access to their personal data be restricted while an amendment requested by that borrower is under consideration by the Central Credit Register.

Queries and complaints

Should you have any queries in respect of the Central Credit Register you can contact us. Alternatively, you can contact the Data Protection Officer of the Central Bank at dataprotection@centralbank.ie or read the Central Bank's Data Protection Privacy Notice. Individuals also have the right to lodge a complaint with the Data Protection Commission at any time.

Borrower's signature: _____

Date: / /

Part 4: Checklist

1. The borrower has signed the Declaration in Part 3.

2. The borrower's Identification Documentation is included. These relates to:

- The borrower's identity
- The borrower's address
- The borrower's Personal Public Service Number (PPSN)

3. The application form is signed by the borrower.

Return the signed application form together with the identification documentation:

By email to:

myrequest@centralcreditregister.ie

or

By post to:

Central Credit Register
Adelphi Plaza
Georges Street Upper
Dún Laoghaire
Co. Dublin.

Appendix 2

Letter of Consent

Central Credit Register
Adelphi Plaza
Georges Street Upper
Dún Laoghaire
Co. Dublin

Date

I [*insert name of borrower*], of [*insert current address, and other previous relevant addresses*] consent to [*insert name of third party*] of [*insert address of third party**] requesting my credit report.

In addition, I also consent to [*insert name of third party*] providing the following documents to the Central Credit Register on my behalf to verify my identity:

- a signed and completed application form for my credit report; and
- copies of my identification documents, showing proof of my identity, address and PPSN.

I understand that [*insert name of third party*] must provide proof of their identity (if an individual). [They must also provide] an address to the Central Credit Register, and confirmation of their regulatory status, if any, to request my credit report.

Please forward my credit report to me or [*insert name of third party*] at my address above or [*insert address of third party***].

Signed

Borrower

**the address to which the credit report is to be sent, must be the same as the address at * above.