

Specific conditions relating to notices and disputes

1. I may ask my bank to reverse a direct debit up to 120 calendar days after the debit if:
 - I don't receive written notice of the amount and date of each direct debit from the initiator, or
 - I receive written notice but the amount or the date of debiting is different from the amount or the date specified on the notice.
2. The initiator is required to give me written notice of the amount and date of each direct debit in a series of direct debits no less than 10 calendar days before the date of the first direct debit in the series. The notice is to include:
 - the dates of the debits, and
 - the amount of each direct debit.
3. If the bank dishonours a direct debit but the initiator sends the direct debit a second time within 5 business days of the original direct debit, the initiator is not required to notify me a second time of the amount and date of the direct debit.
4. If the initiator proposes to change an amount or date of a direct debit specified in the notice, the initiator is required to give me notice:
 - no less than 30 calendar days before the change, or
 - if the initiator bank agrees, no less than 10 calendar days before the change.

How Customs collects and uses your information

Customs may collect and use information for border management and border related risk management purposes under the Customs and Excise Act 2018. Under the Privacy Act 2020 you have the right to request access and correction of any personal information you have provided or that Customs holds on you. Information may be withheld from you for the reasons (for refusal of request) listed in Part 4 of the Privacy Act 2020. You may request access and correction through any office of Customs.