

# ActewAGL Consumer Data Right Policy



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# Introduction

## What is the Consumer Data Right?

The Consumer Data Right (CDR) is an economy-wide reform being rolled out sector by sector – first in banking and now in energy.

Under the CDR, eligible customers can request that ActewAGL share data with an authorised third party, called an Accredited Data Recipient or ADR. The ADR can then use this data to provide more personalised offers, information or services to the customer. You can check the list of accredited third parties at [cdr.gov.au/find-a-provider](https://cdr.gov.au/find-a-provider).

## About this policy

Under the CDR, ActewAGL is designated as a data holder. Throughout this policy, 'we' refers to ActewAGL as a data holder and 'you' refers to you as an 'eligible customer'.

This policy describes how we manage your CDR data, as well as your relevant rights under the CDR. It also explains how you:

- request that we share your CDR data with an ADR
- correct or update your CDR data
- make a complaint relating to our handling of your CDR data.

It is important to note that this policy does not govern how we manage your personal information generally. ActewAGL's Privacy Statement continues to govern how your personal information is managed by ActewAGL outside of the CDR.

We update our CDR policy when our practices change. You can always find the most up-to-date version on our website, and you can ask us to send you a paper or electronic copy of the latest version.

## Who this policy applies to

This policy applies to both ActewAGL, as a data holder, and you, if you are an 'eligible customer'. Eligible customers will be able to share their ActewAGL-held CDR data with an ADR. Customers who do not meet the eligibility requirements are not covered by this policy and won't be able to share their CDR data.

For the purposes of this policy, you are an 'eligible customer' if:

- you are a current ActewAGL electricity or gas customer
- you are over 18 years old
- your consumption under an electricity contract has been less than 5 GWh in the previous 12 months (or if the contract has existed for less than 12 months, the estimated annual consumption is less than 5 GWh). A contract might include more than one connection point/supply address.

In addition to the above criteria, you also need to have an email address and mobile phone number registered with us. These are what we use to identify you through the data sharing consent process.

You are not an 'eligible customer' if the relevant connection point/supply address is in an embedded network.

As the CDR rolls out into other sectors, our associated processes and procedures may need to change. When this happens, this policy and our processes will be updated to reflect these changes.

# Managing and sharing CDR data

## Keeping your data safe

Under the Competition and Consumer Act, the CDR Rules and the Privacy Act, strict rules apply to both the collection of CDR data and subsequent use of that data.

If you choose to participate in the Consumer Data Right, your information will be transferred using secure automated data technology.

To request access to your data, a party must be accredited by the Australian Competition and Consumer Commission (**ACCC**). The ACCC has set strict accreditation criteria, privacy and information security standards. The privacy of CDR data is also regulated by the Office of the Australian Information Commissioner (**OAIC**).

## Managing your privacy and 'personal information'

Your privacy is important to us. As your energy retailer, we hold and manage your 'personal information' in accordance with privacy laws. 'Personal information' is any piece of information or an opinion that could identify a person – for example, a person's home address or date of birth.

Information can be both 'CDR data' and 'personal information' – for example, your name and phone number. Different protections and policies apply depending on what type of information it is.

We understand that your privacy is important to you, and we value your trust. That's why we protect your information and aim to be clear and open about what we do with it.

When we collect personal information, we follow the obligations set out in the Privacy Act.

We train our staff in how to keep your information safe and secure. We use secure systems and environments to hold your information. We will only keep your information for as long as we need it.

Our Privacy Statement (available at [actewagl.com.au/privacy](https://actewagl.com.au/privacy)) explains how we manage your personal information, as well as how you can:

- access the personal information we hold about you
- ask us to correct your personal information if it's incomplete, inaccurate or out of date.

## What CDR data ActewAGL will share

ActewAGL must share certain data under the CDR if you request it. This is known as 'required consumer data' and is information about you and the energy services we provide to you. Examples of what we might share include:

- name and contact details
- account and plan details
- billing and invoicing data
- concessions, rebates and assistance.

At your request, we will also share Australian Energy Market Operator (AEMO) data which includes:

- your metering data (electricity usage)
- data about your electricity national meter identifier, called NMI standing data
- information about your distributed energy resources (DER). DER are devices installed at your residential or business premises that generate or store electricity.

We currently do not accept requests for voluntary consumer data that we're not required to provide, or for product data requests.

We don't charge a fee to share your CDR data, and we share your data only if you provide consent.

# Share and manage your CDR data

## Sharing your data

To share your CDR data, all the following requirements must be met:

- you need to be at least 18 years old
- have your own email address registered and authenticated by us (not a shared or joint email address)
- have your own mobile phone number registered and authenticated by us (not a shared or joint number)
- have an eligible account.

We don't currently support business data, joint accounts, partnerships and other complex scenarios. See our **Consumer Data Right** webpage at [actewagl.com.au/consumer-data-right](https://actewagl.com.au/consumer-data-right) for more information.

If you are an eligible customer and meet the requirements to share your CDR data, you can authorise us to share your CDR data with an ADR, so they can provide you with a product or service, advice or other recommendations. If you do this:

- The ADR will ask you to confirm that you want to share your ActewAGL held CDR data.
- Once you give your consent to the ADR, a redirection to ActewAGL will occur and you will be asked to enter the email address you have registered with us.
- We will then verify your identity by sending a one-time password to the mobile number associated with your ActewAGL account.
- You will be asked to select which of your eligible ActewAGL accounts you'd like to share with the ADR, if you have more than one.
  - If an account is 'unavailable' for data sharing, you will not see it when you are asked to authorise data sharing with an ADR. Contact us if you have a question about an unavailable account.
- We will then advise you what CDR data we will be sharing and for how long.
- Finally, we will ask you to consent and authorise us to share the specified CDR data with the ADR.

## Manage your data

When you authorise us to share your CDR data with an ADR, you can ask for copies of:

- authorisations you have given to disclose CDR data, including amendments to any such authorisations
- withdrawals of your authorisations to disclose CDR data
- disclosures of CDR data we have made in response to consumer data requests made by or on behalf of you
- CDR complaint data relating to you.

You can also view any data sharing arrangements you have consented to via our Consent Dashboard at [dashboard.cdr.actewagl.com.au](https://dashboard.cdr.actewagl.com.au).

You can log in to your online CDR dashboard to:

- view your data sharing arrangements
- stop sharing data with third parties
- remove your account from a data sharing arrangement.

You cannot create new data sharing arrangements or amend the details of existing data sharing arrangements using the Consent Dashboard. This can only be done through the ADR.

## Correcting your CDR data

If any of your CDR data is incorrect, please contact us using the details at the end of this policy so we can do our best to fix it.

We will let you know within 10 business days if we have corrected your CDR data. If we find that the data was accurate, complete, up to date and not misleading, we will contact you and let you know why we thought a correction was unnecessary. We won't charge you a fee for this service.

As outlined earlier, in **'What CDR data ActewAGL will share'**, there are some cases where we provide data that is sourced from a third party, such as electricity usage data or energy generation and storage data from the Australian Energy Market Operator (**AEMO**). If your correction request relates to AEMO data provided to us, we will initiate a correction request under the National Electricity Rules. Should the information relate to energy generation and storage, we will provide you with details about how to request correction of the information.

If we have shared incorrect CDR data, we will let you know as soon as possible. We will also provide you with details of the third party we shared it with and how to request that your corrected CDR data is shared with the third party.

**Important:** Where we have not previously been required or authorised to disclose the CDR data that you have asked us to correct, we may not correct your CDR data.

If you are unhappy with how we handled your request to correct CDR data, you can make a complaint. See **'Making a CDR complaint'** below.

# Feedback, complaints and contact us

## Making a CDR complaint

If you have any concerns about how we have handled your CDR request or enquiry, contact us using the details at the end of this policy and we will try to fix it.

Please include:

- your name and contact details – you will have the option of making an anonymous complaint
- details about your complaint, such as what went wrong and what you would like us to do
- any supporting information, including any documents.

What happens after we receive your complaint?

1. We will confirm receipt of your complaint, usually by the next business day, or immediately if the complaint is made by phone.
2. We will investigate the issue, taking into consideration the information you have provided to us.
3. We will work with you to provide a fair resolution. This might include helping you with managing your data sharing arrangements or, in some cases, seeking correction of your CDR data with a third party.
4. We will endeavour to resolve your complaint within 20 business days. However, if we are unable to meet this timeframe, we'll tell you the reason for the delay, the date you can expect to receive a resolution, and continue to update you on progress.

You can read more about how we handle complaints at [actewagl.com.au/contact/complaints](https://actewagl.com.au/contact/complaints), as well as access a copy of our complaints and dispute resolution procedure.

If you're not satisfied with how we have managed your CDR complaint, you can contact your local Ombudsman at any time for advice or to make a complaint. The Ombudsman is independent, and their services are free. You can also contact the Australian Privacy Commissioner who can be found at the Office of the Australian Information Commissioner (**OAIC**).

If you are in the Australian Capital Territory and your complaint relates to energy products or services, you can contact the ACT Civil and Administrative Tribunal.

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Australian Capital Territory	<b>ACT Civil and Administrative Tribunal (ACAT)</b> GPO Box 370 Canberra ACT 2601	Phone: <b>02 6207 1740</b> Email: <b>actenergyandwater@act.gov.au</b>	Web: <b>act.act.gov.au</b>
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If you are in New South Wales and your complaint relates to energy products or services, you can contact the Energy and Water Ombudsman NSW.

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New South Wales	<b>Energy and Water Ombudsman NSW</b> Reply Paid 86550 Sydney South NSW 1234	<b><u>Online complaint form</u></b> Phone: <b>1800 246 545</b> Email: <b>complaints@ewon.com.au</b>	Web: <b>ewon.com.au</b>
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## Contact us

If you have a question, feedback, need to request a correction to your CDR data, make a complaint or get a printed copy of this policy, you can contact us using the details set out below.

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Customer Liaison  
ActewAGL Retail  
GPO Box 366  
Canberra ACT 2601

**Call us on 13 14 93, 8am–6pm, Monday–Friday  
(excluding public holidays).**

If you're deaf or hard of hearing, or have difficulty speaking, you can use the National Relay Service. To access this service, call 13 36 77.

If you need to talk to someone in your language, call our Interpreter Service on 13 14 50.

Email us at [cdr@actewagl.com.au](mailto:cdr@actewagl.com.au)

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Web:  
[actewagl.com.au](http://actewagl.com.au)