



Consumer Data Right Policy

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RETAIL

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What is Consumer *Data* Right?

The Consumer Data Right (CDR) is a regulatory rule that the Australian Federal Government introduced recently to give customers the right to access and share their data with other parties. The intention behind this is to provide you with more transparency around your energy usage and costs. At Ergon Energy Retail, eligible customers are able to consent to share their energy account data with approved third parties known as Accredited Data Recipients (ADRs). The ADRs use your CDR data to help you make informed decisions about your energy services, and gives you the power to compare electricity prices around the market.

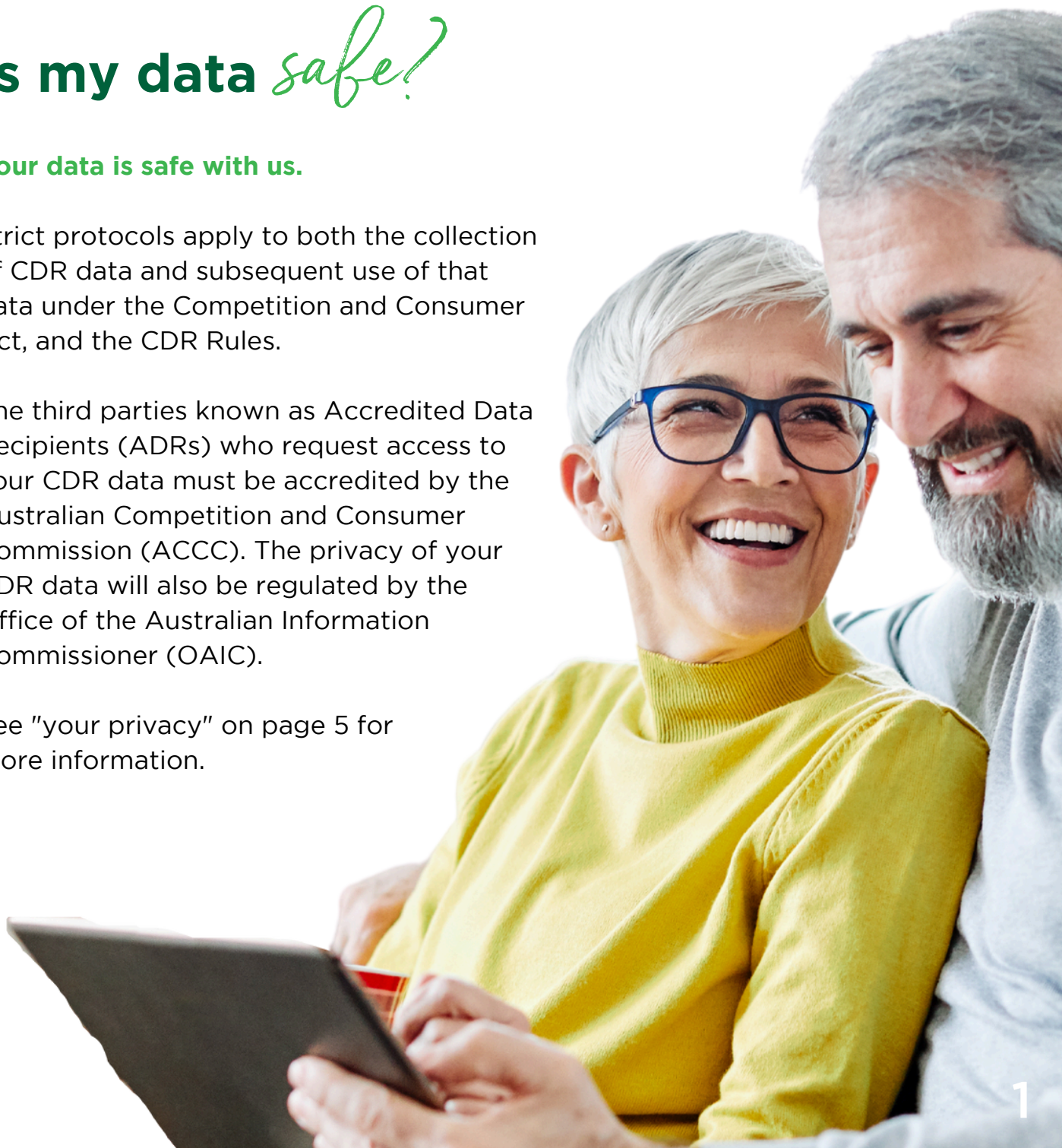
Is my data *safe?*

Your data is safe with us.

Strict protocols apply to both the collection of CDR data and subsequent use of that data under the Competition and Consumer Act, and the CDR Rules.

The third parties known as Accredited Data Recipients (ADRs) who request access to your CDR data must be accredited by the Australian Competition and Consumer Commission (ACCC). The privacy of your CDR data will also be regulated by the Office of the Australian Information Commissioner (OAIC).

See "your privacy" on page 5 for more information.



Who does this policy *apply* to?

Under the CDR Rules, we are required to share required data for eligible CDR customers. To be eligible to share your CDR data held by Ergon Energy Retail, you must be an Ergon Energy Retail customer and meet the eligibility criteria set out in the CDR Rules.

If you're considered an eligible customer, you will be able to share your CDR data which is held by Ergon Energy Retail with Accredited Data Recipients (ADRs). This policy does not apply to you if you do not meet the eligibility criteria.

If you wish to know more about the eligibility criteria, please contact us via the contact information located on the last page or visit our CDR webpage at ergon.com.au/cdr.

About this Policy

This policy describes how Energy Energy Retail will manage your CDR data and adhere to your rights, under CDR laws, to access, manage, share and/or remove your CDR data. This policy will also explain how you can make a complaint about how we handle your CDR data if required. If you would like to provide feedback on this policy, visit ergon.com.au/feedback.



What *data* is available?

As a data holder under CDR laws, Ergon Energy Retail will make available required CDR data sets for sharing. This data may include but may not be limited to:

- Name and contact information
- Account and tariff information
- Concession information
- Payment information (direct debit, SmoothPay etc)
- Billing history
- Electricity usage
- AEMO data
- Metering information (usage data)
- NMI (national metering identifier)
- Standing data
- Distributed energy resources (DER) data

Please note: We are not currently providing voluntary consumer data. Voluntary consumer data includes different kinds of energy data not currently included within the scope of our obligations under the CDR Rules and Standards.

When and how will we *share* your data?

Once authorised with an Accredited Data Recipient (ADR), Ergon Energy Retail will share your CDR data with an ADR so they can provide you with a particular product or service. To do this:

- Provide Consent: Confirm with the ADR that you want to share your CDR data held by Ergon Energy Retail, and provide full consent.
- Verify your Identity: We will need to verify your identity with a One Time Password.
- Digital Data Link: Once your identity is verified, the ADR will link to the Ergon Energy Retail account you'd like to share. You'll be able to manage your CDR data and withdraw consent at any time.
- Data is shared: Your CDR data is then transferred to the ADR.
- Ready to go: Once the data is shared, you can then use the ADR's service. You'll be ready to receive any quotes or product comparisons based on your real data.

View the list of accredited third parties at cdr.gov.au/find-a-provider.

How to *access* your CDR data

When you authorise Ergon Energy Retail to share your CDR data with an Accredited Data Recipient (ADR), you can view any CDR data you have provided consent to share via our online dashboard by logging in.

You can also request to stop sharing your CDR data at anytime via the online dashboard.

Consumer dashboards are provided by the Data Holder (DH) and Accredited Data Recipient (ADR) to allow a consumer to view information, provide consent, authorisation and authentication, manage the consents they have given.

How to *update* your CDR data

You have the right to request correction of your CDR data if you think any of your CDR data is incorrect.

How we manage this will depend on the category of CDR data.

To update CDR data that is AEMO data or data relating to your customer data, account details, billing and invoicing, please contact us via the contact information located on the last page.

If any of your CDR is incorrect, please contact us via the contact information located on the last page and we will update your information as required.



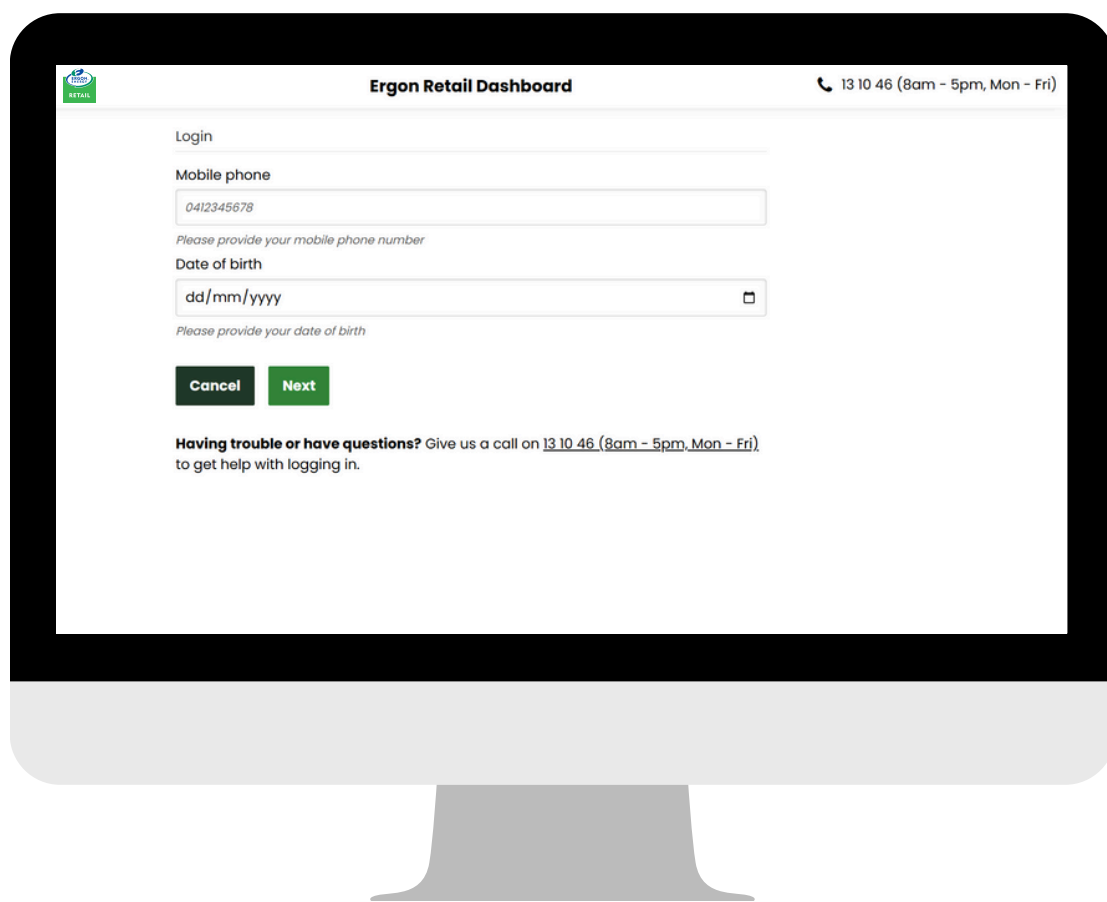
Accessing data for *secondary* users and nominated representatives

For residential accounts, if you'd like to add another authorised person, please contact us, and we'll assist you in setting them up as a secondary user for CDR data purposes.

Once a secondary user has been added to your account, you'll need to enable the 'secondary user instructions' on the CDR dashboard to allow them to manage CDR requests on your behalf. You can access the dashboard via this link: <https://dashboard.cdr.ergonretail.com.au/>

Withdrawing your *consent* for CDR data sharing

If you no longer wish to allow your nominated ADR to access your CDR data, you can withdraw or disable your consent at any time through the CDR consent dashboard. Alternatively, you can contact us, and we'll assist you in revoking your consent.



The image shows a computer monitor displaying the Ergon Retail Dashboard login page. The page has a white background with a black border. At the top left is the Ergon Retail logo. The title 'Ergon Retail Dashboard' is centered at the top, and the phone number '13 10 46 (8am - 5pm, Mon - Fri)' is at the top right. The login form includes a 'Login' label, a 'Mobile phone' field with the number '0412345678' and a placeholder 'Please provide your mobile phone number', and a 'Date of birth' field with the format 'dd/mm/yyyy' and a placeholder 'Please provide your date of birth'. Below the fields are 'Cancel' and 'Next' buttons. At the bottom, there is a note: 'Having trouble or have questions? Give us a call on 13 10 46 (8am - 5pm, Mon - Fri) to get help with logging in.'

Your *privacy*

We take reasonable steps to ensure that the personal information that we collect and hold is accurate, complete, relevant, not misleading, timely and secure.

We recommend that you promptly advise us:

- If there is any change to any of the details you have given us; or
- If it comes to your attention that we hold information about you that is not correct, accurate, complete, up-to-date or relevant.

Australian privacy laws also provide you with the ability to access or correct your personal information.

We will allow access to or use all reasonable efforts to correct the information that we hold about you unless we consider that the law permits or requires us to withhold the information or not make the correction. We will do this within a reasonable time. We may first require proof of your identity. If we cannot provide you with access to your personal information, or cannot correct it if requested, we will let you know of our reasons for refusal.

You can contact us at our contact page on our website for more information about how to access, correct or update any personal information we may hold about you.

View our full Privacy Statement at ergon.com.au/retail/privacy.

If you have any queries about our Privacy Statement, please contact us through our Privacy Enquiry Form located on the above webpage.



How to make a CDR *complaint*

If you have a concern or want to provide feedback with how we have handled your CDR data request, including complaints regarding our compliance with the Competition and Consumer Act or relevant rules, please contact us by using one of the following options:

1. Phone: 13 10 46 (Monday to Friday 8am-5pm).
2. Online: complete our feedback form via ergon.com.au/feedback.
3. In writing to:
Retail Service Quality
Ergon Energy
PO Box 308, Rockhampton QLD 4700

Please provide the details of your complaint, including your ideal resolution, to help us assist you in the best way we can.

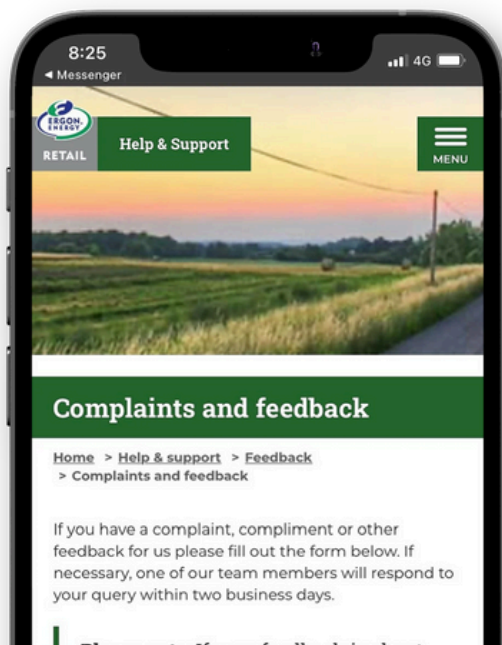
Our complaints and compliance team will intend to make the first contact with you within 2 business days. We try to resolve complaints within 10 business days or within an alternative time frame agreed upon by you.

Further escalation

If you are dissatisfied with the resolution we have provided, you can contact the Energy and Water Ombudsman Queensland or the Australian Privacy Commissioner found at the Office of the Australian Information Commissioner (OAIC).

All complaints are treated confidentially and in accordance with our Privacy Statement.

For more information on how we will keep you informed and manage your complaint, visit our Complaints Management Policy and Complaints and Dispute Resolution Procedure on our website ergon.com.au/retail/help-and-support/complaints-management-policy.



Contact Us

Customer Service

13 10 46

8am - 5pm Mon to Fri

ergon.com.au/contact

Business Support Team

1300 135 210

8am - 5pm Mon to Fri

ergon.com.au/business

National Relay Service

If you have a hearing or speech impairment, you can contact us through the National Relay Service (NRS). To make a relay call through the NRS, all you need to do is:

1. Contact the NRS via the contact number below or via the NRS national web page.
2. Give the Ergon Energy number you want to call.

Speak and Listen

1300 555 727

TTY number

13 36 77

SMS relay number

0423 677 767

For more information, visit the NRS website:

www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub

Translating and Interpreting service

If you need assistance in a language other than English, you can contact us through this Australian Government service by phoning 13 14 50 and request the Ergon Energy phone number you wish to contact.



RETAIL