

Consumer Data Right Policy

The Australian Government introduced the Competition and Consumer (Consumer Data Right) Rules 2020 (Cth) which provided the obligation for energy retailers to enable data sharing via the consumer data right (CDR). The CDR is a competition and consumer reform which will allow consumers to require a company to share their data with an accredited service provider.

Accredited Data Recipients (ADR), such as comparison sites, will be able to use consumer data to offer tailored, competitive services to consumers. Consumers will need to consent and authorise the ADR to access energy data from the nominated energy retailer (data holder).

CDR provides consumers more access to, and control over their personal data. The CDR program has already been implemented in the banking sector and will be live in the energy sector from 1 November 2023. CDR will apply to specified data sets in the National Electricity Market (NEM). This includes consumer data sets relating to the sale or supply of electricity, including where electricity is bundled with gas. Product data sets in the CDR energy sector include electricity, gas, and dual fuel plans.

Alinta Energy, as a **designated Data Holder** (DH), is a provider who currently holds consumer data under the **CDR scheme**.

About this policy

This Policy describes the CDR laws, Alinta Energy's capacity as a data holder and your rights as an eligible customer to:

- share your CDR data with an authorised third-party service provider called an Accredited Data Recipient (ADR); and
- withdraw from sharing your CDR data with an ADR; and
- correct or update your CDR data; and
- make a complaint about how we handle your CDR data.

We will give you an electronic or hardcopy of this Policy at your request. You can contact us using the email or online form set out in section '9. Contact Us' below.

For more information about how Alinta Energy collects and manages your personal information, including how you can access it, have it corrected, or make a complaint, please see **Alinta Energy's Privacy Policy**.

1.CDR DATA

- Personal or Business details (name, address)
- Account details (account, concession and plan details)
- Payment information (billing frequency, payments and account balance)
- Billing and Invoice history information (payment and balances)
- Electricity usage and metering information
- Electricity generation and storage information (solar panel and batteries)

2. HOW TO SHARE YOUR CDR DATA

You can share your CDR data with an ADR so they can provide you with a product or service. The process to share your CDR data is as follows:

1. The ADR will ask for your consent to collect your CDR data held by Alinta Energy.
2. Once you give your consent to the ADR, you will be redirected to the Alinta Energy portal and we'll ask you to enter the email address you have registered with us.
3. We will then send you a One Time Password (OTP) to the mobile number associated with your Alinta Energy account.
4. We will verify your identity with the OTP you entered.
5. You can then choose which accounts you'd like to share with the ADR.
6. We will confirm with you what CDR data will be shared and for how long.
7. We will ask you to consent and authorise us to share the CDR data specified with the ADR.

Alinta Energy may refuse to share your CDR data

Even if the above process is followed, Alinta Energy may refuse to share your CDR data with an ADR where:

- we consider sharing the data would cause physical or financial harm or abuse; or
- we are required to do so according to the CDR laws and data standards.

Where does your data go?

All your Alinta Energy data is stored and managed in Australia by Alinta Energy as set out in **Alinta Energy's Privacy Policy** -which sets out how Alinta Energy handles personal information, including how you can access it, have it corrected, or make a complaint. However, once your data is shared with an accredited third party (your ADR), Alinta Energy no longer has control over this information and there is a possibility that some ADRs store data outside of Australia. You will need to contact your ADR to obtain further details regarding where your data may go.

Important

We will never ask you to share your Alinta Energy One Time Pin

3. How to manage your CDR data sharing

To manage your data sharing arrangements via the Alinta Energy CDR dashboard you can navigate to the following: <https://dashboard.cdr.alintaenergy.com.au>

To access your dashboard, you will need to verify your identity using your credentials and entering a One Time PIN. Within the Dashboard you have to ability to:

- Add or remove a secondary user instruction.
- View all of your current and past data sharing arrangements.
- Amend any of your active data sharing arrangements.
- Cancel any of your active data sharing arrangements.

4. How to add or remove a secondary user

For residential accounts

The primary Alinta Energy account holder is set as the CDR authorised person by default. If you would like to add or remove a CDR authorised person, please contact us (see section '9. Contact Us' below) and we can help to add or remove them as your secondary user registered with Alinta Energy. Once a secondary user has been added or removed from your account, please remember to update the secondary user list on your Alinta Energy CDR dashboard (<https://dashboard.cdr.alintaenergy.com.au>).

For business accounts

If you would like to add another nominated representative to your business account, please contact us (see section '9. Contact Us' below) and we can help to add them as your nominated representative.

5. How to correct your CDR data

If any of your CDR data that we have shared is incorrect, you can contact us to fix your data.

For CDR data relating to your personal and business account data, plan details and billing and invoicing, please reach out to us (see section '9. Contact Us' below).

We'll acknowledge receipt of your request as soon as possible, and then following that let you know in writing if:

- a. if we corrected your CDR data; or
- b. if we consider the data was up to date, accurate and correction was unnecessary.

For CDR data relating to metering and usage data, energy generation and storage, please reach out to us (see section '9. Contact Us' below).

We will acknowledge your request and then:

- a. If data relates to NMI (national meter identifier), metering and usage data, we will initiate the relevant correction procedures under the National Electricity Rules by advising AEMO; or
- b. If the data relates to energy generation and storage, we will provide details to you about how to request correction of data.

Please note we will not charge any fees for this service.

You can make a complaint if you are not satisfied with how we handled your request to correct CDR data, see section '7. How to make a CDR complaint' below.

6. How to withdraw your consent for CDR data sharing

If you do not want to share your CDR data with your nominated ADR, you can withdraw your CDR consent via:

- CDR consent dashboard; or
- Call us (see section '9. Contact Us' below).

7. How to make a CDR complaint

If any of the CDR data we have shared about you is incorrect, please let us know by calling us on **13 39 08** for residential & small business customers so we can update it.

Large business customers can request your CDR data be corrected by emailing ci.services@alintaenergy.com.au or by contacting your dedicated account manager.

We'll acknowledge your enquiry or written complaint within two business days of receiving it.

We'll do our best to get back to you via your preferred contact method with an answer or solution within ten business days. If we need more time, we'll be in touch to tell you when you can expect to hear from us. We'll also confirm how frequently you'd like to be updated.

For more information on how we handle complaints, please read [Complaints and Disputes | Customer Support - Alinta Energy](#)

If you are not satisfied with the way we managed your CDR complaint, you can contact your **local Ombudsman** at any time for advice.

You can also contact the Office of the Australian Information Commissioner (OAIC). OAIC acts as an impartial third party when investigating and resolving a complaint in relation to the handling of your CDR data. You can contact the OAIC on:

Phone: **1300 363 992**

Email: **enquiries@oaic.gov.au**

Website: **oaic.gov.au**

Mail: **Office of the Australian Information Commissioner
GPO Box 5218, Sydney, NSW 2001**

8. Protecting your privacy

We take privacy seriously at Alinta Energy and we are committed to protecting your privacy — not just because it is the law, but because handling Personal Information transparently and responsibly is a key part of creating a great customer, employee and business partner experience. Alinta Energy does not sell, rent or trade your Personal Information.

For more information on how Alinta Energy collects and manages your personal information, including how you can access it, have it corrected, or make a complaint, please see **Alinta Energy's Privacy Policy**.

In the event of any conflict or inconsistency between this Policy and Alinta Energy's Privacy Policy, Alinta Energy's Privacy Policy shall prevail.

9. Contact us

If you have an enquiry or a request to share, amend, withdraw CDR data sharing, correct CDR data, make a complaint or receive a printed copy of this Policy, you can:

- call us on **13 39 08** for **Residential** and **Small Business** customers from Monday to Friday 8am - 6pm (AEST), Saturday 8am - 12pm (AEST); or
- use our online inquiry form **Contact us**.

For large business accounts

For large business accounts, please email your request to ci.services@alintaenergy.com.au or contact your dedicated account manager and we can help you.

10. Review of CDR policy

Alinta Energy's CDR Privacy Policy will be reviewed regularly and updated as required, including when there are legislative changes or changes to our information handling practices. The next scheduled review will be July 2025.

When we change our CDR Privacy Policy, we update it on our **website**. This Policy was last reviewed on 30 June 2023.