



Consumer Data Right Policy

About Us

Red Energy Pty Ltd (**Red**) provides gas, electricity and energy-related products and services in New South Wales, Victoria, Queensland, South Australia and the Australian Capital Territory.

Snowy Energy is a registered trademark of Snowy Hydro Limited, used under licence by Red Energy Pty Ltd. It is a 100% Australian-owned subsidiary of Snowy Hydro Limited, providing electricity solutions to large Commercial and Industrial customers across New South Wales, Victoria, Queensland, South Australia and the Australian Capital Territory.

This Consumer Data Right Policy applies to Red and Snowy Energy as energy retailers within the Australian National Electricity Market (the NEM).

What is the Consumer Data Right?

The Consumer Data Right (CDR) is a regulatory regime which the Australian Federal Government introduced to give energy consumers greater transparency around energy usage and costs. By allowing accredited third parties access to your energy data, the CDR enables you to make informed decisions about your energy services by giving you the power to compare the market and get a more detailed understanding of how and when you use energy. Having access to this information and being able to share it may enable you to find the right energy deal for you.

Under the CDR, you can permit us to share data with accredited third parties on your behalf. The data that you may share relates to your electricity contract, as well as personal information about you, your accounts and billing arrangements. We have set out in more detail the range of data that can be disclosed under the heading "What data is available?".

Is my data safe?

There are strict protocols that apply to both the collection of CDR data and subsequent use of that data under the Competition and Consumer Act and the CDR Rules.

We will only share your data with your authorisation to third parties that are accredited by the Australian Competition and Consumer Commission (ACCC).



The ACCC has set strict accreditation criteria and privacy and information security standards. The privacy of CDR data is also regulated by the Office of the Australian Information Commissioner (OAIC). See section 'Your privacy is important to us' below for more detail.

About this policy

This policy describes how we manage your CDR data and your rights under the CDR laws, including your rights to access and correct your CDR data, or to make a complaint, if needed.

Importantly, this policy does not govern how we manage your personal information generally. Our Privacy Policy continues to govern how your personal information is managed by us outside of the CDR.

We will 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 free of charge.

What data is available?

As a data holder under the CDR, we are required to make available the following sets of data for sharing:

- Name and contact details
- Account and plan details
- Concessions and assistance
- Billing payments and history
- Electricity connection and meter
- Energy generation and storage
- Electricity usage

We will share the CDR data that we are required to under the CDR. This is known as 'required consumer data'. We currently do not accept requests for voluntary consumer data that we are not required to provide.

We currently do not accept product data requests. These requests are fulfilled by the Government-operated services Energy Made Easy and Victorian Energy Compare.

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



How to share your CDR data

You can share your CDR data with accredited third parties so they can provide you with a product or service. The accredited third party will ask for your consent to collect your CDR data (on their site or app).

If you're a Red Energy Customer:

Once you give your consent to the third party, a redirection to Red will occur and we will ask you to enter your customer number and the mobile number that you have registered with us on your account. We will then send you a One Time Password to the mobile number that you have entered.

- You can choose which accounts you'd like to share, and we'll confirm with you what CDR data will be shared.
- You will then be asked to authorise us to share your CDR data, and verify the period of time that the data will be shared – this could be once-off or ongoing.
- You can view your authorisations, or revoke them at any time, using the consumer dashboard.
- There may be some accounts that you cannot see when you are asked to authorise data sharing with an accredited third party. These accounts are 'unavailable' for data sharing.

If you're a Snowy Energy Customer:

Once you give your consent to the third party, a redirection to Snowy Energy will occur and we will ask you to enter your customer number and the email address that you have registered with us on your account. We will then send you a One Time Password to the email address that you have entered.

- You can choose which accounts you'd like to share, and we'll confirm with you what CDR data will be shared.
- You will then be asked to authorise us to share your CDR data, and verify the period of time that the data will be shared – this could be once-off or ongoing.
- You can view your authorisations, or revoke them at any time, using the consumer dashboard.
- There may be some accounts that you cannot see when you are asked to authorise data sharing with an accredited third party. These accounts are 'unavailable' for data sharing.

Please contact us if you have a question about an unavailable account.



Some important information

We will never ask you to share your login details, password or verification code with a third party.

To share your CDR data, you will need to be at least 18 years old, have a mobile registered and authenticated by us and have an eligible account.

As of 1 May 2024, Red supports complex data requests for eligible CDR consumers that are large customers (including commercial and industrial (C&I) customers), joint accounts and requests from secondary users.

Business customers

If you are an eligible business or non-individual customer, you will need to appoint a Nominated Representative to share your CDR data. This is an individual who can act on your business's behalf. It's important to know that your business is considered the CDR consumer, not the representative themselves.

We provide a straightforward process for you to appoint a representative and, just as importantly, to revoke their access later if needed.

To authorise a person on the business account for the CDR you will need to contact us using the details at the end of this policy to appoint a nominated representative. To process this request the nominated representative must be added as an authorised person on the business account before CDR data for the business account can be shared.

A pre-existing authorisation for an individual to transact with Red on a business account does not extend to CDR.

If your business doesn't have a representative appointed, you won't be able to share your data.

Joint accounts

We support CDR data sharing requests for joint accounts, that is a residential account with more than one financially responsible account holder.

We have applied the pre-approval disclosure option for data sharing in the CDR to all joint accounts. This enables one joint account holder, who is an eligible consumer for the CDR to set up a data sharing arrangement for the joint account information, excluding the other joint account holder's customer data (personal information). The pre-approval disclosure option does

not require the consent of any other joint account holder to create a data sharing arrangement for CDR. One joint account holder can provide the authorisation for the CDR data to be shared with an accredited third party.

We will notify all joint account holders of all required information, including when a data sharing arrangement has commenced or there has been a change in the status or a request for a change to the disclosure option, we will include details of the account holder who authorised the data to be shared and when a data sharing arrangement for a joint account has expired or been revoked.

A joint account holder can request an alternative notification schedule using the disclosure option management service in the consumer dashboard. A joint account holder can also change the disclosure option on the joint account from the pre-approval to the non-disclosure option using the consumer dashboard. If the non-disclosure option is selected, joint account data sharing will be stopped. A joint account holder can also seek to reinstate the pre-approval option but this requires the agreement of all joint account holders. Red does not support the co-approval disclosure option for joint accounts.

Secondary users

Eligible residential account holder(s) can nominate someone to be a secondary user who can authorise data sharing from the account in the CDR.

This secondary user instruction (SUI) is enabled via the consumer dashboard, for an eligible consumer who has the required authorisation on the associated account.

Secondary users can consent to the disclosure of CDR data from a data holder to an accredited third party. The secondary user is also able to withdraw and revoke these arrangements.

The SUI can be withdrawn by the account holder(s) via the consumer dashboard or by contacting us for assistance with this process.

How to access and manage CDR data

You can only access your CDR data if you have an eligible account. You can access this information by making a data sharing request. You can log onto your consumer dashboard to:

- View and revoke your data sharing arrangements.
- Stop sharing data with third parties.
- Remove your account from a data sharing arrangement.
- Enable and revoke a secondary user instruction.



- Use the disclosure option management service to request changes to the disclosure option for joint accounts.

A data request may include electricity usage, generation, or storage data held by the Australian Energy Market Operator (AEMO). As AEMO is a secondary data holder under the CDR Rules, we obtain this information on your behalf to fulfill your request, when required.

How to correct your CDR data

Contact us using the details at the end of this policy and we will do our best to fix it. Within 10 business days, we will let you know in writing if we have corrected your CDR data.

If we find that the data was up to date, accurate, complete and not misleading, we may instead provide you with a notice of why we thought a correction was unnecessary or inappropriate.

We will not charge any fees for this service.

Where the correction request relates to AEMO data provided to us, we will initiate any correction procedures that are required of us under the electricity laws, or if the information relates to energy generation and storage, we will provide details to you about how to request correction of the information.

We can only correct CDR data that you have sought to correct if we have previously been authorised or required to disclose the CDR data. If we have shared incorrect CDR data, we will advise you 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.

If you are an individual, you also have the right to access and correct personal information that we hold about you. For details, see our Privacy Policy referred to below in 'Your privacy is important to us'. If you are dissatisfied with how we handled your request to correct CDR data, you can ask to raise an issue or complaint, see 'Making a CDR complaint' below.

Your Privacy is Important to Us

We keep your information safe. We understand that your privacy is important to you. We always aim to protect your information and 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.

If you want to know more about how we handle your personal information, including our detailed data retention periods and secure destruction practices, please see our Privacy Policy [here](#).



Making a CDR complaint

If you're concerned about how we've handled your CDR request or enquiry, contact us using the details at the end of this policy.

Please include:

- Your name and contact details (you will also have the option of making an anonymous complaint. If you elect to do this we may be unable to resolve your complaint without requiring your personal information as part of the complaint investigation process)
- Details about your complaint (such as what went wrong and what you'd like us to do)
- Any supporting information (including any documents).

What happens after we receive your complaint?

1. We'll confirm receipt of your complaint (usually within 48 hours, or immediately if the complaint is made by phone).
2. We will consider the information you have provided to us and investigate the issue.
3. We will work with you to provide a fair resolution, which may include assisting you with managing your data sharing arrangements, or in some cases, seeking correction of your CDR data.

If we're unable to do this within 30 days, we'll tell you the reason for the delay, the date you can expect to receive a resolution and continue to keep you updated on the progress of your complaint. You can expect to receive an explanation of what occurred and some form of resolution that is appropriate. This may include corrective action where required, an apology and any other action deemed necessary.

You can locate our Complaints and Dispute Resolution Policy [here](#).

If you are a customer and you are not satisfied with how we have managed your Consumer Data Right complaint, you can contact the Ombudsman for your state 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 at the Office of the Australian Information Commissioner (OAIC) using the details below:

Office of the Australian Information Commissioner
GPO Box 5288
Sydney NSW 2001
Phone: 1300 363 992



Fax: +61 2 6123 5145.

Website: www.oaic.gov.au

Contact information for state Ombudsman schemes are outlined below:

If your complaint relates to energy products or services for a New South Wales address, you can contact the Energy and Water Ombudsman NSW using the details below:

New South Wales Energy and Water Ombudsman

Reply Paid 86550

Sydney South NSW 1234

Phone: 1800 246 545

Email: complaints@ewon.com.au

Website: www.ewon.com.au

If your complaint relates to energy products or services for an Australian Capital Territory address you can contact the ACT Civil and Administrative Tribunal using the details below:

ACT Civil and Administrative Tribunal

GPO Box 370

Canberra ACT 2601

Phone: 02 6207 1740

Email: tribunal@act.gov.au

Website: www.acat.act.gov.au

If your complaint relates to energy products or services for a Victorian address, you can contact the Energy and Water Ombudsman Victoria using the details below:

Energy and Water Ombudsman Victoria

Reply Paid 469

Melbourne VIC 8060

Phone: 1800 500 509

Email: ewovinfo@ewov.com.au

Website: www.ewov.com.au

If your complaint relates to energy products or services for a Queensland address, you can contact the Energy and Water Ombudsman QLD using the details below.

Queensland Energy and Water Ombudsman

PO Box 3640

South Brisbane BC



Queensland 4101
Phone: 1800 662 837
Email: complaints@ewoq.com.au or info@ewoq.com.au
Website: www.ewoq.com.au

South Australia and your complaint relates to energy products or services, you can contact the Energy and Water Ombudsman SA using the details below:

South Australia Energy and Water Ombudsman
GPO Box 2947
Adelaide SA 5001
Phone: 1800 665 565
Website: www.ewosa.com.au

Contact Us

If you have a question, need to request a correction to your CDR data, make a complaint, or get a printed copy of this policy, you can email us at:

Red Energy:

Email: consumerdatarightenquiries@redenergy.com.au
Phone: 131 806
Website: www.redenergy.com.au

If you have a hearing impairment and or have a speech impairment, you can use the National Relay Service. To access this service, please contact us on 133 677. If you need to talk to someone in your language, call our Interpreter Service on 1300 171 762.

Snowy Energy:

Email: bussinesssuport@snowyenergy.com.au
Website: www.snowyenergy.com.au

VARIATIONS AND UPDATES

We will review our Consumer Data Right Policy regularly, and may make changes from time to time. If we do so, we will update the policy on our website to reflect those changes.

This Consumer Data Right Policy was last updated on 1 July 2025.