

## 1. Background to Consumer Data Right and our Policy

- 1.1. The Consumer Data Right (CDR) is a regulatory regime that the federal government introduced to provide energy consumers greater transparency around their usage and costs. By allowing eligible providers access to your energy data, the CDR enables you to make informed decisions about your energy service.
- 1.2. Under the CDR, eligible Diamond Energy customers can ask us to share the account data (CDR data) we hold with accredited third parties called Accredited Data Recipient (ADR) on your behalf.
- 1.3. This Policy applies to Diamond Energy, designated as a data holder under the CDR.
- 1.4. This Policy also applies to Diamond Energy electricity customers with consumption that has been less than 5 GWh in the previous 12 months (or if the agreement has existed for less than 12 months – the estimated annual consumption is less than 5 GWh). An agreement might include more than one connection point/supply address.
- 1.5. Eligible customers will be able to share their CDR data held by us with an ADR. If you are not an eligible customer, this Policy does not apply to you and you will not be able to share your CDR data.
- 1.6. Over time, the categories of customers to whom the CDR applies may change and this Policy and our processes will be updated to reflect these changes.

## 2. About this Policy

- 2.1. This Policy describes your rights as an eligible customer under the CDR laws and explains how you can:
  - i. request that we (as a data holder) share your CDR data with ADRs; and
  - ii. seek access to correct or update your CDR data; and
  - iii. make a complaint about how we handle your CDR data.
- 2.2. At your request we will provide you an electronic or hardcopy of this Policy. If you wish to access this Policy in a different format, contact us using the email or postal address in the 'Contact us' section in this document.
- 2.3. The privacy of your personal information also remains a priority for us. For more information about how we collect and manage your personal information you can see our Privacy Policy.
- 2.4. If we amend or update this Policy we will update our website.

## 3. What CDR data will we share?

- 3.1. As a data holder under the CDR laws, we are required to make available certain types of data (CDR data) for sharing if you are an eligible customer and you request us to do so. That CDR data is:
  - i. customer data that includes your name, contact details and supply address; and
  - ii. account and plan details, which includes your account number, product data and concession and payment arrangements; and
  - iii. billing and invoicing data; and
  - iv. Australian Energy Market Operator (AEMO) data, which includes metering data (usage data), National Meter identifier (NMI) standing data and distributed energy resources (DER) data.

## 4. When will we share your CDR data?

- 4.1. You can choose to authorise us to share your CDR data with an ADR so they can provide you with a product or service. To do this:
  - i. you'll be asked by the ADR to confirm that you want to share your CDR data held by Diamond Energy
  - ii. we will then verify your identity by sending a one-time password to the email address associated with your Diamond Energy account
  - iii. you'll be asked to choose which of your Diamond Energy accounts you'd like to share with the ADR (if you have more than one)
  - iv. we will advise you what CDR data we'll be sharing and for how long
  - v. we will ask you to consent and authorise us to share the CDR data specified with the ADR.

## 5. Situations where we may refuse to share your CDR data

- 5.1. Even if the above process is followed, we may refuse to share your CDR data with an ADR where:
  - i. we consider this to be necessary to prevent physical or financial harm or abuse; or
  - ii. we have reasonable grounds to believe that disclosing some or all of your CDR data would adversely impact the security, integrity or stability of relevant CDR systems; or
  - iii. your CDR data relates to an account that is blocked or suspended; or
  - iv. we are otherwise required to do so in accordance with relevant CDR laws and data standards.

## 6. Accessing your CDR data

- 6.1. When you authorise us to share your CDR data with an ADR, you can ask for a copy of what has been shared. You can also view any CDR data you have asked us to share via Diamond Energy's data sharing dashboard at [cdr.diamondenergy.com.au/dashboard](http://cdr.diamondenergy.com.au/dashboard)

## 7. Accessing and Correcting your CDR data

- 7.1. You have a right to access and correct personal information that we hold about you. You should refer to our Privacy Policy for details of how to do this.
- 7.2. If you think any of your CDR data that we have shared is incorrect, how we manage this will depend on the category of CDR data.
- 7.3. For CDR data relating to your customer data, account and plan details and billing and invoicing, you can contact us to update. We'll acknowledge receipt of your request as soon as possible, and then following that let you know by email:
  - i. if we corrected your CDR data; or
  - ii. if we include a qualifying statement with your CDR data; or
  - iii. if we consider the correction unnecessary or inappropriate (with reasons).
- 7.4. We will not charge you a fee for this. We will also let you know of the complaint options if you disagree with our actions.
- 7.4. For CDR data that is AEMO data, you can contact us to update. We will acknowledge your request and then as soon as practicable as follows:
  - i. If data is metering data (usage data) or NMI (national meter identifier) standing data, we will initiate the relevant correction procedures under the National

Electricity Rules by advising AEMO of your request; or

- ii. If the data is DER register data, we will provide you with information about how you can contact the distributor directly to have the data updated (we cannot do this).

## **8. Accessing data for secondary users and nominated representatives**

- 8.1. If you would like to add another authorised person, call us on 1300 838 009 and we can assist you in adding them as your secondary user for CDR data purposes.
- 8.2. Once a secondary user has been added to your account, you will need to enable the 'secondary user instructions' on the CDR dashboard to manage CDR requests on your behalf, accessible via this link:  
[cdr.diamondenergy.com.au/dashboard](http://cdr.diamondenergy.com.au/dashboard)

## **9. Withdrawing your consent for CDR data sharing**

- 9.1. If you do not want your CDR data to be accessed by your nominated ADR, you can withdraw/disable your CDR consent at any time via the CDR consent dashboard. Alternatively, please contact us and we'll be able to assist you on how to revoke your consent.

## **10. How to make a complaint**

- 10.1. If you have an issue or concern with how we handle your CDR data, you can contact us using the details below. We'll handle your complaint and let you know the outcome of it, in accordance with our standard complaints and dispute resolution procedures at Complaints – Diamond Energy. You can also ask us to send you a copy of our procedure.
- 10.2. For customer complaints:
  - i. Call us on 1300 838 009 Mon - Fri 8am–6pm (AEST).
  - ii. Email to [customerservice@diamond-energy.com](mailto:customerservice@diamond-energy.com)
  - iii. In writing to 101 Greville St, Prahran, Vic 3181.
- 10.3. If you are not satisfied with the way your complaint has been resolved, you may be entitled to contact the Energy Ombudsman in your state. You may also raise any CDR concerns with 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](mailto:enquiries@oaic.gov.au)  
Website: [oaic.gov.au](http://oaic.gov.au)  
Mail: Office of the Australian Information Commissioner, GPO Box 5218, Sydney, NSW 2001

## **11. Contact us**

- 11.1. You can contact us about our CDR Policy or request to help you access your CDR data by:  
Phone: 1300 838 009 Mon- Friday 8am–6pm (AEST)  
Email: [customerservice@diamond-energy.com](mailto:customerservice@diamond-energy.com)  
Mail: 101 Greville St, Prahran, Vic 3181.

This CDR Policy was last updated in November 2023