



Consumer Data Right Policy

About Us

This Consumer Data Right Policy applies to Lumo Energy Australia (ABN 69 100 528 327) and its related entities listed at the end of this document (Lumo Energy, we, us or our).

Lumo Energy Australia Pty Ltd (Lumo) provides gas, electricity and energy-related products and services in Victoria and South Australia.

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 eligible providers 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. In addition, 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 Lumo 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 below under the heading 'What data is available?' the range of data that can be disclosed.

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.

To request access to your data through third parties, they must be 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 Lumo manages 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 Lumo manages your personal information generally. Our Privacy Policy continues to govern how your personal information is managed by Lumo 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).

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

- You can then 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 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.

Let us know if you have a question about an unavailable account.

Some important information:

We will never ask you to share your Lumo 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.

Lumo does not currently support data sharing requests relating to large customers (including commercial and industrial customers (C&I) customers), requests from secondary users, partnership accounts, joint accounts and other complex data sharing scenarios.

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 or revoke your data sharing arrangements;
- Stop sharing data with third parties; and
- Remove your account from a data sharing arrangement.

How to correct your CDR data if any of your CDR data is incorrect



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. In some cases, 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). 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.

How to request deletion of your CDR data

Your privacy is important to us

We keep your information safe. We aim to be clear and open about what we do with it. 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. We will only keep your information for as long as we need it. If you want to know more about how we handle your personal information see our Privacy and Credit Reporting 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 read more about how we handle complaints here. You can also read our Complaints and Dispute Resolution Policy [here](#).

If 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 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 South Australian address, you can contact the Energy and Water Ombudsman South Australia 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:

consumerdatarightenquiries@lumoenergy.com.au

Alternatively, you can also contact us by phone or using our website, via the details below:

Phone: 1300 115 866
Website: www.lumoenergy.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 171 764.

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 November 2023.

RELATED ENTITIES

This Consumer Data Right Policy also applies to the following companies:

1. Lumo Energy Australia Pty Limited ABN 69 100 528 327;
2. Lumo Energy (SA) Pty Ltd ABN 61 114 356 697;
3. Lumo Energy (NSW) Pty Ltd ABN 92 121 155 011;and
4. Lumo Energy (QLD) Pty Ltd ABN 63 114 356 642.