



ENGIE Large Business Consumer Data Right Policy

The Consumer Data Right (**CDR**) provides consumers with rights to access, and share, information held by organisations called **data holders**. This includes information about consumers, the products they acquire from the data holder, and their use of those products, which are types of **CDR data**. The Federal Government has rolled out the CDR in a phased manner across the Australian economy on a sector-by-sector basis. **ENGIE Large Business** is a data holder in the energy sector. This means that if you are an eligible consumer for one of our products and have provided your consent, we can share your CDR data with approved third parties (who are known as **accredited data recipients**).

This CDR policy describes how we (as a data holder) manage your CDR data and your rights under the CDR laws. If you request it, we will also provide a copy of this policy to you electronically or in hard copy.

For information about how we manage your other personal information, please see our [Privacy Policy](#). This CDR policy was last updated in May 2024. We may amend this CDR policy from time to time. If we do, we will post the updated CDR policy on our website at: <https://engie.com.au/cdr-policy-b2b>

Who does this policy apply to?

This CDR policy applies to IPower Pty Ltd (ACN 111 267 228) and IPower 2 Pty Ltd (ABN 24 070 374 293), trading as ENGIE ABN 67 269 241 237. In this policy, when we refer to ENGIE Large Business, we, us or our, we are referring to this entity. Our data holder provider number is DH002028.

This CDR Policy relates solely to large market electricity customers, primarily those that provide commercial and industrial (C&I) services.

What CDR data will ENGIE Large Business share?

If you are an eligible consumer, we will make the following CDR data about you and your use of our electricity services available for sharing:

- **Customer data:** this includes your Business name, address and contact information
- **Account data:** this includes your account number, when you created your account, your connection point identifiers, payment schedule.
- **Billing data:** this includes your account balance, billing information and transaction history
- **Australian Energy Market Operator (AEMO) data:** this includes your metering data, National Meter Identifier (NMI) standing data and distributed energy resources data.

This CDR data is 'required consumer data' that we are required to make available for sharing under CDR laws. We don't charge a fee to share this CDR data. We do not accept requests for other CDR data that we are not required to share, and we do not share other CDR data voluntarily.

Most **ENGIE Large Business** customers are eligible for CDR data sharing. If you are unsure if you are eligible for CDR data sharing, please contact us (see 'Contact Us' below).

Who will ENGIE Large Business share your CDR data with?

You can arrange for us to share your CDR data with accredited data recipients. We will only share your CDR data with an accredited data recipient if:

- you have provided your consent to the accredited data recipient collecting your CDR data from us (this consent is given to the accredited data recipient and then provided to us);
- we have verified your identity and (if you have more than one account with us) confirmed which of your accounts is covered by your consent;

- you have authorised us to give the accredited data recipient your CDR data (and you have let us know for how long you wish your CDR data to be shared); and
- we are able to share your CDR data (there are only limited situations in which we would not be able to do so, such as where we consider it necessary to prevent physical or financial harm or abuse).

How can you access your CDR data and manage what consents you have given?

You can log into your ENGIE Large Business CDR consumer dashboard any time to:

- view the authorisations you have provided to ENGIE Large Business to disclose your CDR data;
- view the type of CDR data that we have shared; and
- change or withdraw authorisations you have provided to ENGIE Large Business.

A customer can access the ENGIE Large Business CDR dashboard by logging in using their mobile number or email id registered with ENGIE Large Business Account number and a one-time password sent to the customer's phone or email. All customers will log into the ENGIE Large Business CDR consumer dashboard using the same mechanism.

How can you correct your CDR data?

If any of your CDR data is incorrect, you can contact us by using the details at the end of this policy. We will acknowledge your request as soon as practical and do our best to correct the CDR data where necessary.

Our method of processing your request will be different for different types of CDR data:

- for your customer data and account data billing data (which is held by us), once we have reviewed your CDR data, we will let you know (in writing) within 10 business days of us receiving your request, if:
 - we have corrected your CDR data;
 - if we have included a qualifying statement with your CDR data; or
 - if we consider the correction is unnecessary or inappropriate. We will provide a reason if this occurs
- for your metering data, NMI standing data and DER Register Data (which we do not hold), we will, as soon as practicable, :
 - (if the request relates to NMI standing data or metering data) initiate the relevant correction procedures required of us under the National Electricity Rules; or
 - (if the request relates to DER register data) provide you with details about how to contact the distributor so you can request the data's correction.

We will not charge you a fee to correct your CDR Data. If you are unhappy with how we handle your request, you can raise a complaint (see 'How to make a complaint' below).



How to make a complaint

If you have any concerns about how we handle your CDR data, you can contact our Customer Care team by:

- calling us on 1300 139 352
- send an email to cdrhelplargebusiness.au@engie.com
- completing the [online contact form](#).

When you contact us with a complaint, you will need to provide your name, your contact details, what the complaint is about and any documentation you have to support your complaint.

We will acknowledge your complaint within 3 business days and will aim to resolve your complaint within 15 business days. If your complaint is not resolved within 15 business days, ENGIE Large Business will contact you directly to update you on timing.

We will work with you to find an outcome. What this outcome is will depend on the nature of your complaint and could include correction of your CDR data or provision of other assistance.

If a complaint is not resolved by the end of the first phone call or in writing, we will inform you of the escalation steps available to you should you wish to escalate the matter further. This may include speaking to a Team Leader. If, after speaking to the relevant person, you remain unsatisfied, we will inform you of the next course of action.

You can also raise CDR concerns with the Office of the Australian Information Commissioner (OAIC). You can contact OAIC by:

- sending mail to GPO Box 5218 Sydney NSW 2001;
- calling on 1300 363 992;
- sending an email to enquiries@oaic.gov.au; or
- visiting the website www.oaic.gov.au.

The OAIC provides a free service and acts independently when investigating and resolving a complaint.

Contact us

If you have a question about the CDR (including if you want a printed copy of this CDR Policy), you can contact us by:

- calling us on 1300 139 352
- send an email to cdrhelplargebusiness.au@engie.com
- completing the [online contact form](#).