



Consumer Data Rights (CDR) Policy

2024

An aerial photograph of a coastal area with large, rounded rocks and clear turquoise water. The text "GO Australian" is overlaid on the image.

GO
Australian

Introduction

Blue NRG is a 100% Australian owned energy retailer. We sell energy primarily to business customers; however, we are committed to helping the very small number of our existing residential customers who are not able manage their energy costs or who are experiencing financial stress.

We are committed to collecting and handling consumer data in accordance with its obligation under the Consumer Data Right (CDR) and the Australian Privacy Law.

This Consumer Data Right Policy (**CDR policy**) describes how we collect and handle your consumer data and CDR data in compliance with the CDR system established under the Competition and Consumer Act 2010 (**Competition and Consumer Act**).

About the CDR System

The CDR system gives consumers greater access to and control over their data. It allows consumers to authorise sharing certain data with accredited third parties who can provide them with a better overall service. For example, in the banking sector, customers can authorise sharing of transaction data with other financial service providers.

In the energy sector, CDR gives residential and small business customers better access to and control over their own electricity and gas data, allowing them to compare and switch between plans and providers more easily. The CDR system is designed to encourage competition between service providers and provide consumers with better outcomes and more choices.

Our CDR Roles and Responsibilities

We operate in the energy sector as a data holder.

As a data holder, we hold certain CDR data about our customers that can be disclosed to accredited third parties with the customer's authorisation.

Disclosure of Consumer Data and CDR Data

We only collect, use, and disclose your consumer data and CDR data in accordance with the CDR Rules under the Competition and Consumer Act, and with your consent.

Purposes for handling your CDR data

We only handle your CDR data for purposes that you have consented to, which may include:

- providing you with a product or service,
- undertaking a transaction on your behalf,
- managing our ongoing relationship with you,
- undertaking research and development, and
- other purposes as notified to you when we collect your consent.

We do not use your CDR data for purposes other than those you have consented to. If we propose to use your data for a new purpose, we will seek your additional consent.

How we store and secure your CDR data

We take reasonable steps to protect your CDR data from misuse, interference, and loss, and from unauthorised access, modification, or disclosure. We have security procedures in place to safeguard the privacy of your data. We securely store all electronic data in protected databases.

We do not transfer your CDR data to any overseas recipient for storage or processing.

Withdrawing your consent

You can withdraw your consent to our collection, use, or disclosure of your CDR data at any time by contacting us using the details set out below. Withdrawing your consent may mean we are unable to continue providing certain products or services to you where those products or services rely on that CDR data. We will inform you about the implications of withdrawing your consent when you seek to withdraw it.

Accessing and correcting your CDR data

You have the right to access your CDR data and request corrections to it. You can request access to, or correction of, your CDR data by contacting us using the details set out below. We will investigate and address correction requests and, where we cannot correct inaccurate CDR data, will allow you to associate a statement with that data to ensure it is accurate, up-to-date, complete, and not misleading. We will notify any recipients of corrected or amended CDR data where practicable.

In addition, you may make a request for access to your personal information under the Australian Privacy Principles (**APPs**) contained in the Privacy Act 1988 (**Privacy Act**). Details about how to make an APP request are set out in our Privacy Policy.

Notifications

We will notify you when we collect your CDR data for the first time, and whenever you give or amend your consent to our collection, use, or disclosure of your CDR data. We will also notify you if an eligible data breach affects your CDR data under the Notifiable Data Breaches scheme.

Policy Review

This CDR policy is reviewed as needed and in accordance with the applicable laws to ensure it remains current and compliant. All updates will be published on our website and, where necessary, communicated directly to you.

Blue NRG Privacy Policy

We will protect our customers' privacy at all times in accordance with the Privacy Act 1988 and will treat personal information in accordance with Blue NRG's Privacy Policy. Financial information provided to us as part of the policy will not be used for any purpose other than assessing a customer's ability to meet payment plans or assessing eligibility for other assistance (for example, government concessions). Our privacy policy can be viewed here: <https://www.bluenrg.com.au/privacy-policy>.

Complaints and disputes

If you think we have failed to comply with our obligations in relation to your CDR data or you wish to make a complaint about an interference with your privacy, please contact us using the details below. We will investigate your complaint and aim to resolve it in accordance with our Complaints Handling Procedure. If you are not satisfied with our response, you can complain to the Office of the Australian Information Commissioner.

Contact us to raise your concern or make a complaint.

By email: info@bluenrg.com.au

In order to ensure that your complaint is flagged and given the required attention, we kindly ask you to state "COMPLAINT" in the subject header field of the email.

By post: addressed to:

Blue NRG Complaints
PO Box 24390, Melbourne, VIC, 3001

By phone: 1300 599 888

Monday to Friday 9am to 5pm (AEST/AEDT)

If you feel that we cannot resolve your dispute, you can contact the relevant jurisdictional Ombudsman scheme:

Energy and Water Ombudsman NSW

Phone: 1800 246 545

www.ewon.com.au

Energy and Water Ombudsman Queensland

Phone: 1800 662 837

www.ewoq.com.au

Energy and Water Ombudsman SA

Phone: 1800 665 565

www.ewosa.com.au

Energy and Water Ombudsman Victoria

Phone: 1800 500 509

www.ewov.com.au

Contact us

Phone: 1300 599 888 (9am to 5pm (AEST/AEDT) Mon – Fri)

Email: info@bluenrg.com.au

Website: www.bluenrg.com.au

Fax: 1300 881 903

Post: Blue NRG Pty Ltd. PO Box 24390, Melbourne VIC 3001