



Consumer Data Right Policy

Arcline by RACV

1. What is Consumer Data Right?

The Consumer Data Right (**CDR**) is a regulatory regime that the Federal Government introduced to provide energy consumers with greater transparency around their usage and costs. The CDR is regulated by the Australian Competition and Consumer Commission (**ACCC**) and the Office of the Australian Information Commissioner (**OAIC**).

Under the CDR, eligible customers can ask us to share data we hold about them and their energy account (**CDR Data**) with approved third parties called Accredited Data Recipients.

By allowing eligible providers access to your energy data, the CDR enables you to make informed decisions about your energy service.

2. About this policy

This CDR Policy relates to all activities of EL Retail Energy Pty Ltd (ACN 606 408 879) who sells Energy to you under the name Arcline by RACV - Energy (in this Contract referred to as "Arcline", "we", "our" or "us").

As your energy retailer, we hold certain data about you and your energy account. Under the CDR laws, Arcline is a data holder. Our data holder provider number is: DH777811.

This policy describes your rights as an eligible customer under the CDR laws and explains how you can:

- request that we (as a data holder) share your CDR data with an accredited third party organisation;
- seek access to correct or update your CDR data; or
- make a complaint about how we handle your CDR data.

This policy does not outline how Arcline handles your personal information. Please see our Privacy Policy available at: <https://energy.arcline.com.au/privacy/>.

If you would like a physical copy of this CDR policy, please contact support@energy.arcline.com.au.

3. What CDR data do we hold and share?

As a data holder under the CDR, we may hold and share the following CDR data:

- **Customer data** including your name, address and contact details;
- **Account data** including your account number and plan details and any concessions (if applicable) applied to your account;
- **Billing data** including your billing payments and payment preferences; and
- **Tailored tariff data**, which is information about rates, charges and features where we have individually negotiated specific arrangements with you.

We can also share, at your request, data provided to us by the Australian Energy Market Operator (**AEMO**) which includes:

- metering data;
- data about your electricity national meter identifier, called NMI standing data; and
- energy generation and storage details; and
- information held by AEMO on their distributed energy resources (**DER**) register about the devices installed at your residential or business premises that generate or store electricity.

AEMO is a secondary data holder, which means they cannot directly respond to data requests. A CDR data request made to us may cover data that is collected and held by the AEMO. Where required, we will request the relevant data from AEMO where the information is needed to respond to a data request.

We will share CDR data that we are required under the CDR laws. We currently do not accept requests for voluntary consumer data that we're not required to provide. We do not accept requests for product data as defined within the CDR laws.

We do support 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.

4. Eligibility to share CDR data

To be eligible to share CDR data under CDR you need to:

- be at least 18 years old;

- have an active electricity account with us;
- be either a primary or secondary account holder on a residential account or have authority to act for the account; and
- the electricity usage on your account must be under 5 gigawatt hours (GWh) in the last 12 months, or your estimated usage is under 5GWh if your account is less than 12 months old.

For small business customers, consent can be granted to share CDR data if the person providing consent on behalf of the small business is registered as the nominated representative on the business energy account.

For further information please refer to the CDR resources on our website.

5. How will CDR data be shared?

We do not charge a fee to share your CDR data.

You will be able to share your CDR data with any CDR-accredited third-party organisations.

A list is located at: <https://www.cdr.gov.au/find-a-provider>.

We will only share your CDR data with an accredited third party if:

- you have provided consent to the accredited third party; and
- we have verified your identity and confirmed which of your accounts is covered by your consent; and
- you have authorised us to give the accredited third party your CDR data, and have specified the period over which you wish your CDR data is to be shared; and
- we are legally able to share it.

There are some situations where the law entitles us to not disclose CDR data, for example, where the relevant account is blocked/ suspended, or if we consider it necessary to prevent physical, psychological or financial harm.

If you have any questions or concerns about sharing your CDR Data, please contact us to discuss.

6. How can you access and manage your CDR data?

To view the CDR data, you can log into your CDR Dashboard at any time to:

- view the authorisations you have provided to us to disclose your CDR data;
- view the type of CDR data that we have shared; and
- change or withdraw consent/ authorisations you have provided to us.

The CDR Dashboard is accessible on our website. Please see our CDR Resources for more guidance on how to use the CDR Dashboard.

7. Correcting CDR Data

If you think that any of your CDR data is incomplete or inaccurate, you can ask us to correct it by contacting us by email at support@energy.arcline.com.au or by phone: 1300 884 849.

We will:

- aim to correct your CDR data within 10 business days; and
- respond to your request in writing to tell you whether the correction was made. If we are unable to progress the correction we will explain why.

If you would like to correct CDR data which is provided by AEMO, please tell us which data needs to be updated, and we'll take the following steps:

- If the request is about your metering data or NMI standing data, we'll initiate a correction request under the National Electricity Rules.
- If the request is about your DER data, we'll tell you how you can ask your distributor to correct this data.

8. Complaints

If you feel we have not complied with this policy, or if you have any concerns with how we manage your CDR data please contact us so we can investigate.

You can make a complaint by contacting us by:

- Email: support@energy.arcline.com.au
- Phone: 1300 884 849 (Monday to Friday 8:30am to 6pm AEST/AEST – except public holidays)
- Writing to us at Arcline by RACV, PO Box 626, Collins Street West VIC 8007

When raising your complaint, please ensure you include:

- Information about your CDR complaint;
- your name;
- your email address linked with your account for providing CDR authorisation;
- your account number; and
- your Preferred contact details (if different to your email linked to your account).

How will we manage your complaint?

a) *Our internal process*

We will acknowledge receipt of your complaint as soon as possible, and no later than 5 business days.

We will consider the information you have provided and will provide you with a resolution within 30 business days. This may include assisting you with managing your data sharing arrangements or correcting CDR data,

If we are unable to provide a resolution to your complaint within 30 business days, we will notify you of the reason for the delay.

For further information on how we handle complaints, please see our Complaints Dispute Resolution Procedure available at <https://energy.arcline.com.au/complaint/>.

b) *OAIC*

If you are not satisfied with how we have managed your CDR complaint you can contact the Australian Privacy Commissioner who can be found at the Office of the Australian Information Commissioner (**OAIC**).

Please see <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us> for more information on how to lodge a complaint with OAIC.

You can contact OAIC by:

- An online enquiry at: <https://www.oaic.gov.au/contact-us>
- Phone: 1300 363 992
- Mail: GPO Box 5288, Sydney NSW 2001

c) *Energy Ombudsman*

You can also lodge a complaint with the Energy Ombudsman in your state.

- **ACT** – ACT Civil and Administrative Tribunal – tribunal@act.gov.au
- **New South Wales** – Energy and Water Ombudsman NSW – complaints@ewon.com.au
- **Queensland** – Energy and Water Ombudsman QLD – info@eoq.com.au
- **South Australia** – Energy and Water Ombudsman SA – contact@ewosa.com.au
- **Victoria** – Energy and Water Ombudsman VIC – ewovinfo@ewov.com.au
- **Tasmania** – Energy Ombudsman Tasmania
energy.ombudsman@ombudsman.tas.gov.au

Further details are available at <https://energy.arcline.com.au/complaint/>.

9. Privacy

We will comply with all relevant privacy laws, at all times, regarding your personal information. Our Privacy Policy sets out how we will collect, use, store and disclose your personal information and is available on our website here: <https://energy.arcline.com.au/privacy/>.

10. 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:

Email: support@energy.arcline.com.au

Phone: 1300 884 849

11. Changes to this policy

We may modify this policy at any time, and we'll notify you of any substantive changes by posting a message on our website.



This policy was last updated in February 2025.



Energy provided by Arcline by RACV – Energy. A trading name of licensed energy retailer EL Retail Energy Pty Ltd, ABN 23606408879.

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