

# Consumer Data Right Policy

**sumo**

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## Introduction to Consumer Data Right

Effective from November 2022, the Australian energy industry is subject to the Consumer Data Right (CDR) laws, aimed at fostering competition and granting customers the right to access and share their customer data with other entities. Sumo Energy, as a data holder, allows eligible customers to request the sharing of their CDR data with Accredited Data Recipients (ADRs). These ADRs can then utilize this CDR data to provide enhanced information about products and services.

## Eligibility and Application

This policy applies to customers who meet the following criteria:

- You are a Sumo Energy electricity customer.
- Your electricity consumption under the contract has been less than 5 GWh in the previous 12 months, or the estimated annual consumption is less than 5 GWh if the contract is less than 12 months old.

Eligible customers may share their CDR data with an ADR. If you do not meet these criteria, this policy does not apply to you.

## Policy Overview

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

- Request Sumo Energy to share your CDR data with ADRs.
- Seek access to correct or update your CDR data.
- Lodge a complaint concerning the handling of your CDR data.

The privacy of your personal information is a paramount concern for us at Sumo Energy. For more details on how we collect and handle your personal information, please refer to [Sumo Energy's Privacy Policy](#).

## Data Shared by Sumo Energy

As a data holder under the CDR laws, we are mandated to make available certain types of data (CDR data) at the request of eligible customers. This CDR data includes:

- Customer data that includes your name, contact details and supply address.
- Account and plan details, which comprise your account number, fuel type, product data, and payment arrangements.
- Billing and invoicing data.
- Australian Energy Market Operator (AEMO) data, encompassing metering data, National Meter Identifier (NMI) standing data, and distributed energy resources (DER) data.

Sumo currently does not accept requests for voluntary product data or voluntary consumer data that it is not required to provide.

## When will Sumo Energy share your CDR data?

You can authorise us to share your CDR data with an ADR, allowing them to offer you a product or service. Here's how to initiate this process:

1. The ADR will request your confirmation to share your CDR data held by Sumo Energy.
2. To verify your identity, we will send a one-time password to the email address associated with your Sumo Energy account.
3. You will be prompted to select which of your Sumo Energy accounts you wish to share with the ADR, if you have more than one.
4. We will inform you about the specific CDR data we intend to share and the duration for which it will be shared.
5. Finally, we will seek your consent and authorisation to share the specified CDR data with the ADR.

## Data Security

For your security, never share your one-time password or your Sumo Energy account password with anyone. Sumo Energy will never request your My Account password. Sharing these details could lead to unauthorised transactions or activities on your account for which we are not liable.

## Refusal to Share CDR Data

Sumo Energy may refuse to share your CDR data with an ADR under certain circumstances, including but not limited to:

- Necessity to prevent physical or financial harm or abuse.
- Reasonable grounds to believe that disclosure would jeopardize the security or integrity of relevant CDR systems.
- CDR data is related to a blocked or suspended account.
- Legal obligations under relevant CDR laws and data standards.

## Accessing your CDR Data

You can authorise Sumo Energy to share your CDR data with an ADR.

You can log into your [My Account](#) to access the CDR dashboard to share your CDR data, to stop sharing data with third parties and to remove your account from a data sharing arrangement.

## Correcting your CDR Data

If you believe that your shared CDR data is incorrect, please call us to correct it (free of charge).

Following your request:

1. for CDR Data relating to your customer data, account and plan details and billing and invoicing – we will confirm whether we corrected your CDR data, whether we included a qualifying statement with your CDR data, or whether we consider the correction unnecessary or inappropriate (with reasons); and
2. for CDR Data that is AEMO data – if data is metering 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, and 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).

You also have the right to access and correct personal information held by Sumo Energy. Refer to our [Sumo Energy's Privacy Policy](#) for details on how to do this.

## Withdrawing CDR Data Sharing Consent

If you no longer want your CDR data to be accessible by your nominated ADR, you can withdraw or disable your CDR consent at any time via the [CDR dashboard](#).

## Making a Complaint

If you have concerns about how Sumo Energy handles your CDR Data, please call us on 13 88 60 9.00am to 4.30pm Monday to Friday. Please provide your name and account details, details about your complaint (such as what went wrong) and any supporting information or documents.

We will acknowledge your complaint immediately on the phone, and will work with you on a fair resolution, which may include assisting you with managing your data sharing arrangements or seeking correction of your CDR Data.

We will use best endeavours to resolve your complaint within 30 days. We will let you know if we need more time and the reason for the delay.

If you are not happy with the resolution, you can contact your local ombudsman. You can also contact 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

## Contact Information

To reach us regarding our CDR Policy or to request access to your CDR data, please call us on 13 88 60 from 9.00am - 4.30pm AET weekdays.

## Policy Changes

We update this policy on our website when changes are made. Please visit our website regularly to review the policy for updates. This policy was last updated in October 2023.