





# Consumer Data Right Policy

SEPTEMBER 2023

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## 1 INTRODUCTION

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### 1.1 About Us

GloBird Energy (GloBird) is a next-gen, budget-friendly energy retailer based in Melbourne. GloBird is a privately owned company with its head office located in Ringwood Victoria. GloBird retails electricity and gas mainly to small customers in Victoria, New South Wales, Queensland and South Australia.

GloBird recognise the importance of the privacy of customers information and aims to manage customers private information at all times in a manner which is compliant with Australia's privacy laws, including the Privacy Act 1988 (Cth) (Privacy Act).

As of 1 November 2023, GloBird is required to share consumer data with accredited data recipients at the request of consumers. This is known as Consumer Data Right.

### 1.2 What is Consumer Data Right (CDR)?

On 1 July 2020, CDR data sharing began in the banking sector, enabling consumers to share their data for a variety of banking products. The CDR provides an efficient, safe, and secure way for consumers to access their personal data held by businesses (data holders), and to authorise the secure sharing of that data to accredited third parties (accredited data recipients).

Energy retailers with at least 10,000 small customers (energy data holders) as at 15 November 2021 and the Australian Energy Market Operator (AEMO) are required to share consumer data with accredited data recipients at the request of consumers.

There are two types of data sharing in the CDR:

- consumer data sharing, and
- product data sharing

CDR enables energy customers to make informed decisions about their energy service and allows customers to choose to give third parties access to their energy data. With the customers authority, it gives them the power to compare the market and better understand the customers energy usage, empowering them to find the right energy deals.



### 1.3 About the CDR

To provide consumers more control over their consumer data, the Consumer Data Right (CDR) was introduced. It allows a customer to instruct a data holder to send their CDR data in a CDR-compliant format to a verified data recipient. The CDR allows you to compare and access products and services that are tailored to your needs and is regulated by the Australian Competition and Consumer Commission (ACCC) and the Office of the Australian Information Commissioner (OAIC).

Under the CDR, GloBird Energy Pty Ltd, ABN 68 600 285 827, is a data holder. We have information about you and your energy account in our possession as your energy retailer. You can call this your CDR data.

We will only share your CDR data with third parties known as Accredited Data Recipients (ADRs) upon your request. When you authorise an ADR to have access to your CDR data, we will confirm the validity of that accreditation.

ADR's must also be accredited to partake in the CDR.

We must inform you that when you authorise an ADR to access your data, you are entering a separate contract with that ADR. Ask the organisation how they plan to manage the CDR data they acquire before granting them your permission. Any accredited ADRs with whom GloBird shares CDR data must have a CDR policy outlining their responsibilities. The more you understand about how data is used and shared the better you can make informed decisions.

Once your data is shared, the data recipient can then use your CDR data in various ways including providing you with information about other products and services on offer.

## 2 PERSONAL INFORMATION AND PRIVACY

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Your privacy and the security of your information is important to us. We protect your information and aim to be clear and open about what we do with it. We adhere to relevant security and privacy regulatory requirements. And maintain appropriate controls and capability to keep your information safe.

Your "personal information" will be handled by GloBird in compliance with privacy regulations. Information that could be used to identify a person is considered "personal information," such as a name, home address, email address, phone number, or date of birth.

Information, such your name and phone number, can be both "CDR data" and "personal information." Depending on what kind of information it is, different protections and policies will be applied to it.

How we handle your personal information is described in our Privacy Policy, which is accessible at [globirdenergy.com.au/legal/privacy](http://globirdenergy.com.au/legal/privacy). It outlines how you can request updates to your personal information



if it is out-of-date, incorrect, or incomplete, as well as how you can access the personal information, we possess about you.

Additionally, we pledge to assist any of our clients and staff members who may be affected by family or domestic violence. You can find our Family Violence Policy and resources on our website (available at [globirdenergy.com.au/family-violence-policy](http://globirdenergy.com.au/family-violence-policy))

### 3 ELIGIBILITY

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This Policy does not apply to you if you are not eligible to share CDR data. You are eligible if meet the following criteria:

- You are or were a customer of GloBird Energy
- You are over 18 years of age
- You have an electricity account that is either currently active or has been active in the last 24 months
- Your account meets the definition of a “small customer” under energy law
- The account is under your name only (not a joint account)
- You must have a mobile phone number registered and authenticated by us

### 4 ABOUT THIS POLICY

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This Policy covers the main topics of CDR and explains:

- How you can Access and/or correct your CDR data
- Information about how to request us to share your CDR data with ADRs
- How to make a complaint if you are unhappy

Our Policy will be reviewed and updated from time to time and the current version will be published on our website. You can also request us to send you a copy of this Policy at no charge.

### 5 MANAGING YOUR CDR DATA

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#### 5.1 CDR data we can share

The definition of CDR data includes your personal information, energy services, energy plan, and energy usage. When asked for it, some of this information must be disclosed, for instance:



- Your name, email address and contact details
- Your account, your energy plan, and any historical data
- Your bills and payments
- Any concessions, rebates, or grants on your account

Upon your request, we can additionally share further CDR data that the Australian Energy Market Operator (AEMO) gives us. This comprises:

- Meter readings and electricity usage
- Information about the meter, such as your NMI (national meter identifier).
- Information pertaining to equipment installed at your location that produces or stores electricity.

## 5.2 Sharing your CDR data

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

A list of CDR accredited organisations is located at [Current providers | Consumer Data Right \(cdr.gov.au\)](https://cdr.gov.au)

An accredited data recipient can be allowed to access your data when you provide them authorisation to do so. They can then provide you access to products and services, recommendations, or other advice. If an organisation wants to use CDR to access your data held by GloBird Energy:

- They will ask for your permission to access your data via a website or app hosted by an ADR.
- You will need to consent to sharing with the ADR some or all of the available CDR data.
- The ADR will redirect you to GloBird Energy.
- We will then request that you enter verification details such as your mobile number to ensure it is you that made the request. We will send you a single use password so you can validate access.
- Once we have verified your identity, we will ask you to select the accounts you would like to share with the ADR.
- We will confirm what CDR data we will share and for what time frame, this could be up to a year or a once-off.
- We will ask you to authorise the sharing of CDR data with the ADR, before redirecting you back to the ADR.

## 5.3 Managing your data sharing

After you've set up CDR data sharing, we'll provide you access to an online dashboard (available at [www.globirdenergy.com.au/](https://www.globirdenergy.com.au/)) where you can see the CDR data you have authorised us to share, and which ADRs authorised to receive the data.





If you no longer want to share your CDR data with an ADR, you can request us to stop sharing your CDR data through your online dashboard or contact us directly. Once we have received your request, we will stop sharing your CDR data and let you know.

#### **5.4 Asking us to correct your CDR data**

If you believe any of your CDR data stored on GloBird Energy's systems is out of date, incomplete, or incorrect, you can request us to update. To do so please use the contact at the bottom of this document. We will acknowledge your request in writing or verbally within 10 business days, and let you know when the correction is made, or if not, explain why not. If you're not happy with how we manage your request, we'll give you options to make a complaint.

If we recognise that we have shared incorrect CDR data about you with an ADR, we will inform you in writing within 5 business days. When the data has been corrected, we will share the corrected data the next time your data recipient requests it.

If you would like to correct CDR data which is provided by AEMO, please tell us which data needs to be updated. We will then either initiate the correction request for you or if in relations to hardware installed at your premises advise you to contact your distributor.

#### **5.6 Deleting your CDR data**

You have the right to request the accredited third party you shared your CDR data with to delete or de-identify your data. Any CDR data shared with an accredited third party will be handled according to their own privacy and security procedures. You should check their app or website for more information on how they handle any CDR data you have already shared with them.



## 6 COMPLAINTS

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We're dedicated to providing you with excellent customer service, and it's important to us that you are satisfied with the service we provide. If you have a comment, criticism or would like to bring something about the service we provide to our attention good or bad, please let us know. If you have any concerns about the way we manage your CDR data, our obligations as a CDR data holder, the way we manage your personal information, or another matter, please contact us using the details in this Policy. If your matter wasn't handled to your satisfaction, then you will find our disputes resolution process [here](#). Here you will be able to submit a complaint and view our disputes policy. The policy list ways in which you can make a complaint, escalate a complaint, or refer the complaint to the relevant Energy Ombudsman.

A CDR related complaint could also be escalated to the Office of the Australian Information Commissioner (OAIC). OAIC's contact details:

**Online:** [www.oaic.gov.au](http://www.oaic.gov.au)

**Email:** [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

**Phone:** 1300 363 992

**Post:** GPO Box 5218, Sydney NSW 2001

## 7 FAMILY VIOLENCE

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If you have informed us that you may be affected by family and domestic violence, please contact us using the details in this Policy if you would like to discuss sharing of your CDR data. You can find our Family Violence Policy and resources on our website (available at [globirdenergy.com.au/family-violence-policy](http://globirdenergy.com.au/family-violence-policy))





## 8 CONTACT US

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### Phone

13 3456

International Phone

+61 3 8813 8899

### Interpreter Services - Call 13 14 50

中文(请致电:1300 516 888) 微信客服: Servizio Interpreti Servizio de interpretación Dich vu phiên dịch (888 516 :1300 请致电(口译服务) مترجم خدمة مساعدة διερμηνείας

### National Relay Service

GloBird Energy welcomes calls through the National Relay Service, if you are deaf, have a hearing and/or speech impairment.

Choose your access option and provide our phone number 13 3456 when asked by the relay officer.

### Email

[cs@globirdenergy.com.au](mailto:cs@globirdenergy.com.au)

### Postal Address

85 Maroondah Highway, Ringwood Vic 3134

PO Box 398, Ringwood Vic 3134

### Use our website and online chat:

<https://www.globirdenergy.com.au/contact-us/>