



# Consumer Data Right (CDR) Policy

March 2026

## About the Consumer Data Right

Consumer Data Right was expanded to the energy sector, with obligations commencing in phases from November 2022.

The Treasury leads CDR policy development and works with two regulators:

The Australian Competition and Consumer Commission (ACCC), which administers the CDR Rules, manages the CDR Register, and oversees accreditation and compliance; and

The Office of the Australian Information Commissioner (OAIC), which regulates the privacy and confidentiality of CDR data, including compliance with the Privacy Safeguards and handling complaints about privacy matters.

CDR is designed to give consumers more choice, transparency, and control over how their data is used and shared.

## CovaU and the Consumer Data Right

CovaU Pty Ltd (CovaU) has been chosen as a data holder under the CDR (Provider number DH777808). This policy is relevant to CovaU as a data holder. Providers can only offer services using CDR once they obtained rigorous accreditation process from ACCC.

If you're a CovaU customer who qualifies, you can ask us (a Data Holder) to share the information we have about you and your energy account (known as CDR data). This CDR data can then be shared with approved third-party companies known as Accredited Data Recipients (“**ADRs**”).

These ADRs can use this information to give you better details about different products and services that might interest you. It's all about giving you more control and better choices when it comes to your energy services.

## About this policy

This policy explains:

1. How we handle your CDR Data.
2. Your rights under the CDR legislation.
3. It also details how you can ask for access to or changes in your CDR data
4. Correcting Australian Energy Market Operator (AEMO) Data
5. How this CDR Policy Relates to Our Privacy Policy
6. How our complaint process works.

This policy reflects our current CDR data-handling practices. We maintain and publish an up-to-date version of this policy on our website. We review and update this policy as required to ensure it remains consistent with our CDR processes and applicable legal obligations.

If you'd like an electronic or hardcopy of this policy, contact us and we'll provide you with one at no cost.

## Who this policy applies to

This policy is relevant to you as an individual if you meet the following criteria, which classifies you as an 'eligible customer' for the purpose of this policy:

- You are a CovaU customer with an active residential or small business electricity account.
- Your account is held in the name of a single person, a joint account where you are either a primary or secondary account holder.
- You are over 18 years of age.
- Your electricity consumption under an existing contract has been less than 5 gigawatt-hours (GWh) over the past 12 months.
- If the contract has been in effect for less than 12 months, your estimated annual consumption must be less than 5 GWh.

It's worth noting that a single contract may cover multiple connection points or supply addresses, except if the relevant connection point or supply address is within an embedded network, unless it is in the on-market category.

## What CDR data we hold on your behalf

Under the CDR regulations, as a data holder, we are required to hold specific types of data (CDR data) for sharing when requested.

This includes:

- Customer data, including your name, contact information, and supply address.
- Account and plan particulars, which encompass your account number, fuel type, product information,
- concessions, rebates, or grants.
- Billing, payment methods and invoice data
- Data from the Australian Energy Market Operator (AEMO), which includes metering data (usage data), National Meter Identifier (NMI) standing data and information on distributed energy resources (DER).

We'll only share data that is required under the CDR (required consumer data) with your consent at no cost to you.

We currently do not accept requests for other types of CDR data which we are not required to share (voluntary consumer or product data requests).

## How This CDR Policy Relates to Our Privacy Policy

This CDR Policy explains how we manage your CDR data under the Consumer Data Right.

CDR data is a specific type of information covered by special rules called the Privacy Safeguards. These rules apply when we collect, use, share, correct or store your data under the CDR system.

We also have a separate Privacy Policy, which explains how we handle your personal information more generally under the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

In simple terms:

- This CDR Policy applies to information shared or handled under the Consumer Data Right.

- Our Privacy Policy applies to your personal information that is not covered by the CDR.

While the two policies are similar in some ways, the CDR has its own specific rules about consent, data sharing and corrections.

If information is covered by both the Privacy Act and the CDR, we will apply the CDR Privacy Safeguards where required.

## Privacy and personal information

CovaU understand that privacy is important to our customers. We have process and measures in place to protect our customer's information as set out in the Privacy Act.

Full details of CovaU's Privacy Policy can be accessed at <https://www.covau.com.au/terms/conditions/>

## When we share your CDR data

You have the option to allow us to share your CDR data with an Accredited Data Recipients (ADR) who intends to offer you a product or service. If that ADR wants to use CDR data held by CovaU:

- The ADR will request your confirmation to share your CDR data which is held by CovaU.
- We'll then validate your identity by sending a verification code to the mobile or email address linked to your CovaU account.
- If you have multiple accounts, you will be prompted to select which specific CovaU account's data you wish to share with the ADR.
- We will inform you about the specific CDR data that will be shared and the duration of this sharing.
- You will be required to provide your consent and authorise us to share the specified CDR data with the ADR.

For us to share to share your CDR data, you need to be at least 18 years of age, have an eligible account with us, have an email registered and authenticated by us.

If you have informed us that you may be affected by family and domestic violence, or yet to provide us with your current situation, please contact us so we can update our records. This is to discuss details about sharing of your CDR data.

## Withdrawal of Consent

You can withdraw your consent for CovaU to collect, use, or share CDR data at any time through the Consumer Dashboard. If consent is withdrawn, we will stop sharing your data as soon as practicable. Withdrawing consent may affect your access to certain services or features that rely on your CDR data.

## When we might decline to share your CDR data

We reserve the right to withhold the sharing of your CDR data with an ADR under any of the following circumstances:

- Declining to share your CDR data is essential for preventing physical or financial harm or deterring misuse.

- If we have reasonable grounds to believe that revealing some or all your CDR data would have an adverse impact on the security, integrity, or reliability of the relevant CDR systems.
- When your CDR data pertains to an account that is in a blocked or suspended status.
- When we are compelled to do so in compliance with the applicable CDR laws and data standards.

## Accessing and stopping the sharing of your CDR Data

Once you grant CovaU permission to share your CDR data with an ADR, we'll provide you with an online data sharing dashboard at [consent.cdr.covau.com.au](https://consent.cdr.covau.com.au).

This dashboard provides an overview of who you have authorised us to share your CDR data with and which ADRs have been authorised to receive your CDR data.

You can use the dashboard to request stop sharing your data.

If you can't access the online data sharing dashboard, you can always contact us to provide you your CDR data or help you stop sharing it.

## Correcting your CDR Data

If you believe that any of the CDR data shared by us is inaccurate, out of date or incomplete, contact us and we will try our best to fix it.

If the CDR data you'd like to correct is related to your customer details, account and plan specifics, and billing information:

- We'll acknowledge the receipt of your request either verbally or in writing; and
- Aim to correct your CDR data within 10 business days, and subsequently inform you in writing that we have either:
  - a) Rectified your CDR data; or
  - b) Determined that the correction was unnecessary or inappropriate, and why.

There are no fees for this service, and if you disagree with our actions, we'll also let you know of your available complaint options.

## Correcting Australian Energy Market Operator (AEMO) Data

If your CDR data is classified as AEMO data:

- We acknowledge your request either verbally or in writing as soon as possible.
- For metering data (usage data) or NMI (National Meter Identifier) standing data: we notify AEMO to initiate corrections in accordance with the National Electricity Rules.
- For Distributed Energy Resource (DER) register data: we provide instructions on how to contact your distributor directly for updates, as we do not have control over this data.
- There is no cost to you for accessing or correcting AEMO data.

## CDR Complaints

A CDR complaint is any issue or dissatisfaction you have with how we handle your CDR data. This includes concerns about how your data is collected, used, shared, corrected, or kept secure.

CovaU works to resolve complaints upon a customer's first point of contact. If this is not possible, it will be escalated to the Customer Complaints team. To make a complaint, customers can phone 1300 689 866. If you have a disability, you may either call the Customer Service team or appoint an authorised representative to raise the complaint on your behalf.

## How to lodge a complaint

- Phone: 1300 689 866, 24 hours a day, 7 days a week.
- Email: [support@covau.com.au](mailto:support@covau.com.au)
- Post: PO Box R241, ROYAL EXCHANGE, NSW, 1225
- Online Form: <https://covau.com.au/contact/>

Upon receiving a customer's complaint, CovaU will:

- Acknowledge your complaint promptly, assigning a unique Reference Number for further communication.
- Collect your details and document your complaint for a thorough understanding.
- Inform you that a detailed record of our process is available on the CovaU website.
- Commit to reviewing your complaint within a reasonable timeframe.
- Keep you updated throughout the resolution process.
- Consult with you as needed and inform you promptly upon resolution.

Propose practical changes to prevent future issues, showing our commitment to continuous improvement.

Full details of CovaU's Complaints handling policy and procedure can be accessed [HERE](#)

### Option for Redress

We are committed to treating consumers fairly and fixing any problems related to data under the Consumer Data Right (CDR).

We provide redress when:

- Errors with Consumer Data – If your data is wrong or incomplete, we will correct it and, if needed, compensate for any loss.
- Unauthorised Access or Sharing – If your data is accessed or shared without permission, we will investigate and fix the issue and provide remedies where appropriate.

CovaU keeps records of all redress actions to improve how we handle consumer data.

### Internal review:

- If you are not satisfied with our response, you can request an internal review.
- Your complaint will be reviewed independently by a senior staff member who was not involved in the original handling of your complaint.

- We will provide you with the outcome of the internal review in writing.

## How to make a complaint

If you have a CDR complaint, you can contact us in any of the following ways:

- Email: [support@covau.com.au](mailto:support@covau.com.au)
- Phone: 1300 689 866
- Mail: CovaU Energy, PO Box R241, ROYAL EXCHANGE, NSW 1225

Please include following information so we can address your concerns appropriately:

- Your Name:
- Account Number:
- Phone Number: (for a quicker response)
- Detailed description of your complaint

If you are unhappy with the outcome of the enquiry into your complaint, you can contact the relevant state Energy Ombudsman which is an independent and free service.

STATE AND JURISDICTION	OMBUDSMAN	PHONE NO.	WEBSITE
New South Wales	Energy & Water Ombudsman NSW (EWON)	1800 246 545	<a href="http://www.ewon.com.au">www.ewon.com.au</a>
Victoria	Energy & Water Ombudsman Victoria (EWOV)	1800 500 509	<a href="http://www.ewov.com.au">www.ewov.com.au</a>
Queensland	Energy & Water Ombudsman Queensland (EWOQ)	1800 662 837	<a href="http://www.ewoq.com.au">www.ewoq.com.au</a>
South Australia	Energy & Water Ombudsman SA (EWOSA)	1800 665 565	<a href="http://www.ewosa.com.au">www.ewosa.com.au</a>
Australian Capital Territory	ACT Civil and Administrative Tribunal (ACAT)	(02) 6207 1740	<a href="http://www.acat.act.gov.au">www.acat.act.gov.au</a>
Tasmania	Energy Ombudsman Tasmania	1800 001 170	<a href="http://www.energyombudsman.tas.gov.au">www.energyombudsman.tas.gov.au</a>

You can also talk to the Office of the Australian Information Commissioner (OAIC). They'll act as an impartial third party who can investigate what happened and try to fix it fairly. You can contact the OAIC by:

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Website: oaic.gov.au

Mail: Office of the Australian Information Commissioner  
GPO Box 5288, Sydney,  
NSW 2001

**For language assistance please call 131450 and ask to be connected to the CovaU Call Centre - Customer Service team on 1300 689 866**

Interpreter Service

Call 131 450

Servizio interpreti

Servicio de Intérpretes

خدمة المترجم الفوري

Dịch vụ phiên dịch

口译服务 Υπηρεσία Διερμηνεία

Help for non-English speakers is available via **TIS (Translating and Interpreting Service)**.

Phone: 131 450

Website: <https://www.tisnational.gov.au/>

If you are hearing or speech impaired, help is available via the **National Relay Service**.

Voice Relay: 1300 555 727

Teletype: 133 677

SMS Relay: 0423 677 767