T +61 3 8621 6000
pacificblue.com.au

L13, 700 Collins Street
Docklands VIC 3008
Australia

Consumer Data Right (CDR) Policy

Pacific Blue Retail Pty Ltd (ABN 43 155 908 839)

8 December 2025

Contents

1. About Us 3
2. About the Consumer Data Right 3
3. Pacific Blue Retail and the CDR 3
4. About this Policy 3
5. Eligible customers 3
6. What CDR data does Pacific Blue Retail share? 4
7. When will Pacific Blue share your CDR data? 5
8. Situations when Pacific Blue Retail may refuse to share your CDR data 5
9. Access to and correction of CDR data 5
    - 9.1 Pacific Blue Retail CDR dashboard 5
    - 9.2 Pacific Blue Retail contact centre 5
    - 9.3 Accessing and correcting CDR data that is also personal information 6
10. How to withdraw consent for CDR data sharing 6
11. Complaints handling 6
    - 11.1 Customer complaints 6
    - 11.2 External dispute handling 6
12. Contact us 7
13. Review of this CDR Policy 7

1. About Us

Pacific Blue Retail Pty Ltd (ABN 43 155 908 839) (referred to in this policy as "Pacific Blue Retail") is a retail arm of Pacific Hydro Pty Ltd (ABN 31 057 279 508), a leading generator of wind, solar and hydro power with a history spanning over 30 years. Our Pacific Blue Retail brand provides energy plans to household and small business customers across Victoria, New South Wales, South Australia and Queensland.

2. About the Consumer Data Right

The Consumer Data Right (CDR) allows you to give accredited businesses access to your consumer data so they can offer products and services tailored to your needs.

Only accredited businesses can operate under the CDR. These businesses are known as Accredited Data Recipients (ADRs) which provide products and services, and Data Holders which are businesses that hold consumer data and must transfer the data to an ADR at the consumer's request.

The CDR is an opt-in system. You have the choice to authorise a business to access your consumer data as well as what data is transferred, and you can withdraw your consent to have your data shared at any time.

3. Pacific Blue Retail and the CDR

Pacific Blue Retail (ABN 43 155 908 839) has been designated as a Data Holder under the CDR (provider number DH777819).

4. About this Policy

This policy details your consumer rights under the CDR scheme, and contains information on how you can:

- request Pacific Blue Retail (as a Data Holder) to share your consumer data with ADRs;
- access and correct your consumer data that we hold about you; and
- make a complaint about how Pacific Blue Retail (as a Data Holder) handles your consumer data.

You can also refer to our Privacy Policy for more information about how we handle your personal information.

5. Eligible customers

This Policy only applies to Pacific Blue Retail customers who are eligible to share their CDR data. You are eligible if:

- you are over 18 years old;
- you are either a primary or joint secondary account holder of an electricity account with Pacific Blue;
- you have an open residential or business electricity account with us, or your account has been open in the last 24 months;
- the electricity usage on your account (including all service locations under that account) is under 5GWh in the last 12 months, or your estimated usage is under 5GWh if your account is less than 12 months old; and
- you are not an off-market embedded network customer.

6. Nominated Representative/Secondary User

Please call or write to us to add or remove a nominated representative/secondary user (see the 'Contact us' section below). A nominated representative/secondary user will have the rights to:

- view data sharing arrangements that you have authorised through Pacific Blue Retail;
- view the type of data we have shared; and
- change or withdraw data sharing authorisations that you have provided to Pacific Blue Retail.

All nominated representatives/secondary users must be at least 18 years of age.

For business accounts

A business must assign at least one individual as a nominated representative to manage data sharing from their business' electricity account. Pacific Blue Retail is not required, nor authorised to disclose data for a business that has not appointed a nominated representative.

Even though business customers will have one or more authorised contacts on their Pacific Blue Retail account, data cannot be shared under the CDR until a nominated representative has been appointed for CDR data sharing purposes.

If you are appointed as a nominated representative for your business, you can log onto Pacific Blue Retail's online CDR dashboard to manage data sharing from your business' electricity account.

For residential accounts

A residential account holder may request that an additional individual, known as a Secondary User, be allocated to their account for data sharing purposes.

Please contact us to set up a Secondary User for CDR data purposes, who as an authorised representative under your electricity account will have the rights to access your electricity usage, export and billing information. Once an authorised representative has been added to your account, you will need to enable 'secondary user instructions' on the CDR dashboard (accessible at https://consent.cdr.pacificblue.com.au/).

Where a person has been assigned with authority to act by a State Trustee, Court Appointed Authority or a person with Power of Attorney to manage your electricity account on your behalf (as the account holder), the person with the Authority to Act will be able to authorise data sharing and CDR preferences on your behalf in line with the scope of their authority. You will need to contact us to add or remove an authority to act.

7. What CDR data does Pacific Blue Retail share?

Pacific Blue Retail as a Data Holder is obliged to make your consumer data available for sharing if you request us to do so. The specific consumer data we can share is listed below (CDR data):

- your name, supply address and contact details;
- details about your energy plan and energy account including your account number, fuel type, product data, payment arrangements and concession information;
- your billing and invoicing data; and
- Australian Energy Market Operator (AEMO) data, including National Meter Identifier (NMI) data, distributed energy resources (DER) data, and your metering data (usage data).

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

8. When will Pacific Blue share your CDR data?

Pacific Blue Retail will only share your CDR data if you provide authorisation for us to do so. You can authorise us to share your CDR data with an ADR so they can provide you with a product or service. The steps to allow this are detailed below:

- an ADR will ask you to confirm that you want to share your CDR data held by Pacific Blue Retail;
- Pacific Blue Retail will then verify your identity by sending a one-time password to the email address associated with your energy account. Be sure to never share your one-time password with anyone;
- you will be given the option to select which of your energy accounts to share with the ADR (if you have more than one) and what types of CDR data you want to share;
- you will be notified what types of CDR data Pacific Blue Retail will be sharing and the time period it will be shared for; and
- we will ask for your consent and authorisation for us to share the specified CDR data with the ADR.

9. Situations when Pacific Blue Retail may refuse to share your CDR data

Pacific Blue Retail may refuse to share your CDR data with an ADR in the below circumstances:

- we believe refusal is necessary to prevent physical or financial harm or abuse;
- we reasonably believe that disclosing some or all of your CDR data would negatively impact the security, integrity or stability of any CDR system;
- your CDR data is connected to an account that is suspended or blocked; or
- we are required to refuse provision of the CDR data in accordance with any relevant CDR laws or data standards.

10. Access to and correction of CDR data

You can review, access and update your CDR data yourself online via our CDR dashboard, or alternatively you can raise a request with our contact centre.

10.1 Pacific Blue Retail CDR dashboard

At any time, you can review all CDR data you have authorised us to share via the Pacific Blue Retail CDR dashboard. Simply visit https://consent.cdr.pacificblue.com.au/.

10.2 Pacific Blue Retail contact centre

- Call us or write to us to update your CDR data (see the 'Contact us' section below), or to request a record of the CDR data we hold for you.
- As soon as possible we will acknowledge receipt of your request.
- If you requested a change to your CDR data, we will let you know in writing of the following:
    a) if we corrected your CDR data; or
    b) (if applicable) if we included a qualifying statement with your CDR data; or

c) if we consider the correction unnecessary or we are unable to fulfill your request. Reasons will be provided if we cannot update your CDR data.

- If some or all of the CDR data concerned is metering data (usage data) or NMI (national meter identifier) standing data, we will advise AEMO of your request in accordance with the relevant correction procedures under the National Electricity Rules and will advise you of this in writing.
- 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).
- We will not charge you a fee for changing, viewing or requesting a record of your CDR data.
- We will also let you know of the complaint options available to you if you disagree with our actions.

10.3 Accessing and correcting CDR data that is also personal information

Some CDR data is also personal information, and you also have a right to access and correct any personal information that Pacific Blue Retail stores on your behalf. You should refer to our Privacy Policy for details of how to do this.

11. How to withdraw consent for CDR data sharing

If you no longer want your CDR data to be shared with an ADR, you can withdraw your CDR consent at any time via the Pacific Blue Retail CDR dashboard https://consent.cdr.pacificblue.com.au/.

Alternatively, please call or write to our contact centre and we'll be able to assist you on how to revoke your consent (see the 'Contact us' section below).

12. Complaints handling

12.1 Customer complaints

We want to hear from you if you have a concern with how we handle your CDR data.

To make a complaint, you can refer to our complaints handling procedure here.

Our Standard Complaints Handling and Dispute Resolution Procedure conforms to Standards Australia 10002-2022 Guidelines for complaint management in organizations. We are committed to ensuring that complaints are resolved in accordance with this Standard.

Our complaints handling procedure ensures that if you ever wish to register a complaint:

- You will know exactly where and how you can contact us
- We will provide you with any assistance you may require registering your complaint
- We will not charge any complaints handling fees for investigating and resolving your complaint
- Your complaint will be addressed quickly, fairly and in an objective and unbiased way
- Your complaint will remain private and confidential
- You will always have the option to raise the complaint with your local energy ombudsman (details provided below)

12.2 External dispute handling

If you are unhappy with our response or with the manner that we handled your complaint you may contact your local Ombudsman.

Your local Ombudsman provides a free, impartial and independent complaints resolution service and will usually expect that you have tried to resolve your complaint with us prior to raising the matter with them.

Your local Ombudsman operates Monday to Friday during normal business hours.

Contact details for the relevant schemes are provided below.

State	Contact details:
Energy and Water Ombudsman Victoria	**Mail:** Reply Paid 469 Melbourne VIC 8060 **Phone (free call):** 1800 500 509 **Fax:** 1800 500 549 **Email:** ewovinfo@ewov.com.au **Online:** https://www.ewov.com.au
Energy & Water Ombudsman NSW	**Mail:** Reply Paid 86550 Sydney South NSW 1234 **Phone (free call):** 1800 246 545 **Fax:** 1800 812 291 **Online:** https://www.ewon.com.au
Energy and Water Ombudsman South Australia	**Mail:** GPO Box 2947 Adelaide SA 5001 **Phone (free call):** 1800 665 565 **Fax:** 1800 665 165 **Online:** https://ewosa.com.au
Energy and Water Ombudsman Queensland	**Mail:** PO Box 3640, South Brisbane BC Qld 4101 **Phone (free call):** 1800 662 837 **Fax:** (07) 3087 9477 **Online:** https://www.ewoq.com.au

13. Contact us

If you want to contact us about our CDR Policy or need help with making a request to access your CDR data, you can contact us in the following ways.

Phone

Call us on 133 669 for retail accounts from Monday to Friday 8:00am–6:00pm (AET) – excluding national public holidays.

By email

Email us at support@pacificblue.com.au.

By post

Pacific Blue Retail,
Retail Operations,
PO Box 320
Geelong North VIC 3215

More information is located on the 'contact us' page of the Pacific Blue Retail website.

14. Review of this CDR Policy

We review this policy regularly and may make updates from time-to-time as required, including when there are legislative changes or changes to CDR data handling processes. The most up-to-date version is published on the Pacific Blue Retail website.

This Policy was last updated on 8 December 2025.