

Reporting forms on product data-related obligations — Guidance for data holders

This guidance sets out the ACCC's expectations for completion of a rule 9.4 reporting form in respect of reporting periods during which a data holder's obligations solely related to product data requests under Part 2 of the *Competition and Consumer (Consumer Data Right) Rules 2020* (Cth) (**CDR rules**).

With reference to the approved version of the data holder reporting form (available [here](#)), the following reporting items are relevant for data holders in relation to product data sharing obligations:

- Section 1, all items: data holder details
- Section 2, item 2.7: total number of complaints made to the data holder by other CDR participants in relation to compliance with Part IVD of the *Competition and Consumer Act 2010* (Cth) (**CCA**), the CDR rules and the binding data standards insofar as those complaints relate to product data requests during the relevant reporting period. Please note that:
 - 'CDR participant' is defined in the CCA (relevantly a data holder or an accredited data recipient), and the reporting form adopts the same meaning.
 - A 'complaint' in this context should be taken to mean an expression of dissatisfaction made to the data holder for which a response or resolution could reasonably be expected.
 - We do not expect a data holder to complete items 2.1-2.6 of the reporting form prior to the commencement of the data holder's obligations relating to consumer data sharing. These can be marked as N/A until that point.
- Section 3, item 3.1: total number of product data requests received during the relevant reporting period, regardless of whether the product data request received was successful or not.
- Section 4, item 4.1: total number of refusals to disclose product data in response to a request for product data. This item should capture both "technical" and "non-technical" refusals to disclose product data, as per the drafting guidance included at Section 4 of the form.
- Section 4, item 4.2: state each of the CDR rules or data standards the data holder relied upon to refuse disclosure of that product data identified in item 4.1. For the avoidance of doubt, this should include setting out the use of any relevant CDR rules as well as the use of any relevant response codes stipulated in the data standards.
- Section 4, item 4.3: state the number of times the data holder relied upon the CDR rules or data standards cited at item 4.2 to refuse disclosure. This item is optional but provides data holders with an opportunity to breakdown the number of refusals to disclose product data and illustrate the difference between "technical" and "non-technical" reasons for refusals.