

Data Collection & Privacy Statement

Purpose

The Wholesale Energy Market Dispute Resolution Adviser (WEMDRA) services are now provided by Resolution Institute, effective 1 July 2025. WEMDRA collects, stores, uses, and shares personal information from Dispute Management Service (DMS) contacts in electricity, Dispute Management Contacts (DMC) in gas, and panel members as part of its statutory dispute resolution functions under the National Electricity Rules (NER) and National Gas Rules (NGR).

Collection and Storage of Information

Personal information is collected and stored:

- In the WEMDRA database maintained at <https://wemdرا.resolution.institute/>
- Through email correspondence;
- Via telephone discussions with our team.

Purpose of Use

The personal information collected may be used to:

- Provide effective dispute management and resolution services;
- Enable timely communication with relevant parties;
- Facilitate contact and coordination with AEMO, the AEMC, and the AER when required for market purposes;
- Fulfill any other purpose where consent is provided or disclosure is required by law.

Sharing of Personal Information

Your name and professional role may be visible on the public WEMDRA website hosted at wemdرا.resolution.institute.au. Additionally, personal details in the WEMDRA database may be visible to other DMS/DMC users with authenticated access. When necessary, your personal information may also be disclosed to AEMO, AEMC, or AER upon their request.

WEMDRA may use deidentified information for statistical and reporting purposes.

Other Relevant Policies

Resolution Institute maintains a separate Privacy & Data Protection Policy, which outlines its broader data handling and protection commitments. Please refer to that policy on the Resolution Institute website [here](#) for more details.

Please direct comments and questions to the Adviser by email: wemdra@resolution.institute

Amendment History

Date	Amended by	Amendment/s	Comments
July 2025	AW	RI	V1.0